

**OFFICE OF THE MAYOR  
CITY AND COUNTY OF HONOLULU**

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KIRK CALDWELL  
MAYOR



ROY K. AMEMIYA, JR.  
MANAGING DIRECTOR  
  
GEORGETTE T. DEEMER  
DEPUTY MANAGING DIRECTOR

December 22, 2020

The Honorable Ann Kobayashi  
Chair and Presiding Officer  
and Members  
Honolulu City Council  
530 South King Street, Room 202  
Honolulu, Hawaii 96813

Dear Chair Kobayashi and Councilmembers:

**SUBJECT: Mayor's Office of Housing's (HOU) "Together We Can" Appendices**

For your record and attention, HOU is pleased to submit the appendices to our final Report, "Together We Can," that provide a sample of programs and projects our office has participated in or used to contribute to the City's work in housing and homelessness. The submitted appendices serve as a companion document to our final 2020 report (submitted separately), which encompasses goals HOU has strived to accomplish, as well as the strategic actions which will ensure continued progress on the difficult challenge of homelessness in our community.

As this administration comes to a close, please accept our sincere gratitude for your continued support in providing assistance to those most vulnerable in our communities. It is only by our continued work together with key collaborators, such as our City Council, that our community will be able to ultimately end homelessness.

If you have any questions, please call me directly at 768-4303. Mele Kalikimaka me ka Hau'oli Makahiki Hou!

Warm regards,

**Alexander,  
Marc R**

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Alexander, Marc R  
Date: 2020.12.22 17:16:11  
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Marc Alexander  
Executive Director  
Mayor's Office of Housing

Enclosure

APPROVED:

 Digitally signed by  
Amemiya, Roy K Jr  
Date: 2020.12.28  
12:00:00 -10'00'

Roy K. Amemiya, Jr.  
Managing Director

**MAYOR'S MESSAGE 174**

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# { **APPENDIX A** }

From the Revised Charter of the City & County of Honolulu 1973 (2017 Edition)

**Section 6-106. Office of Housing -**

There shall be an office of housing headed by an executive for housing who shall be appointed and may be removed by the mayor. The executive for housing shall have had a minimum of three years experience in the administration of affordable housing programs or projects or programs for low-income, homeless or special needs populations. The executive for housing shall:

(a) Oversee, coordinate and direct the development, preparation and implementation of plans and programs relating to affordable housing, senior housing, special needs housing, and homelessness, for the benefit of the people of the city.

(b) Oversee, coordinate and direct the activities and functions of the city relating to affordable housing, senior housing, homelessness, and special needs housing.

(c) Coordinate city activities and programs relating to affordable housing, senior housing, homelessness, and special needs housing with those of the state and federal governments and those of public or private housing organizations within the state.

*(Reso. 11-47)*

# { **APPENDIX B** }

# **2018 Homeless Point-in-Time Count Oahu Summary and FAQ's (revised 5/15/18)**

## **Mayor Caldwell reacts to today's point in time count announcement (5/7/18)**

Honolulu - "We're very pleased with today's news but there's still much to do. There's no doubt that in working with Governor Ige's administration, along with private sector partners, we're seeing a change in the right direction. It's important to acknowledge today's progress, but none of us will rest easy while so many people on O'ahu, and throughout the state, remain homeless."

## **Overview**

- The Homeless Point-in-Time Count was conducted during the week of January 22, 2018, based on where people slept the night of January 22, 2018.
- The total homeless count on Oahu declined for the first time since 2009: 4,495 from 4,959 in 2017, 9.4% decrease (-464 persons).
  - Family homeless declined by 13.9% to 1,590 from 1,847 in 2017 (-257 persons).
  - On Oahu, the total number of homeless children declined by 14.8% to 899 from 1,055 in 2017. The number of unsheltered children on Oahu went down from 130 to 118.
- Veteran homelessness on Oahu declined by 9.4% to 407 from 449 (-42 persons).
- Unsheltered homelessness on Oahu declined for the first time since 2012 by 7.7% to 2,145 from 2,324 in 2017 (-179 persons).
  - The Downtown area (which includes Kakaako and the Nimitz underpass) went down (-20.3%; 130 persons) but East Honolulu (+7.8%; 24 persons), Ewa (+8.2%; 19 persons), and Waianae (+17.6%; 63 persons) went up.
- Chronic homelessness on Oahu declined by 3.6% to 1,117 from 1,159 in 2017 (42 persons).
  - Unsheltered chronically homeless persons declined by 8.4% to 920 from 1,004 (-84 persons).
  - Sheltered chronically homeless persons increased by 27.1% to 197 from 155 in 2017 (+42 persons).
- Youth homelessness (aged 24 and younger) on Oahu declined by 31.9% to 143 from 210 in 2017 (-67).

## **FAQ's**

- What factors do you attribute for the decline in homelessness on Oahu?
  - Better coordination among State, City & County, and provider agencies, e.g., implementation of the housing-focused Coordinated Entry System (CES) in August 2017.
  - Increase in City Housing First vouchers being deployed (Increment 2) for the chronically homeless population; use of rapid re-housing funds to move people into stable housing more quickly.
  - Implementation of a data driven approach: integration of the Homeless Management Information System (HMIS) into City contracts and practice; we are tracking and measuring results.

- Increase in affordable housing, both units specifically targeting homeless populations (e.g., Kahauiki Village, Piikoi, and Kauhale Kamaile) and in general (1,095 affordable units in 2017, which is 295 more units (+37%) than Mayor Caldwell's target of 800 units annually.
- The decline in veteran homelessness is due to integration of VA into CES and HMIS, unified data for tracking and measuring targets and results, faster movement into permanent housing.
- You say the unsheltered homeless population declined but it doesn't feel that way?
  - The unsheltered population is still very high with 2,145 people on the streets. And they tend to concentrate in areas closer to where food and services are available, and where there are more opportunities for panhandling and collection of recyclables.
- What has helped to lower the unsheltered homeless population number?
  - While more vouchers, services, and housing have been made available, we have also increased enforcement of laws to ensure the public's access to public spaces. We do not believe that the streets and public parks, for example, are areas fit for human habitation, and we encourage our homeless population to take advantage of available shelter and services.
  - The significant increase in the sheltered chronically homeless population means that more of the most vulnerable are getting into shelter and closer to the opportunity for housing with needed services.
- Is this annual count really accurate?
  - It is only **one data point** and represents only **one snapshot** during the year. The use of HMIS and the specific "By Name Lists" of all homeless persons who have been assessed and have agreed to share their information for the purposes of housing and services are the critical everyday tools used to connect homeless persons with help. Much of this data is now public and available at Hawaii HMIS at <http://www.hawaiihmis.org/>
  - As noted above, not all areas of Oahu experienced a decline: East Honolulu, Ewa, and Waianae all experienced increases in unsheltered homelessness.
- What do we need to keep this momentum going?
  - More permanent supportive housing (aka Housing First), which includes both housing and supportive services for mental health and addiction treatment.
  - More affordable housing. The State Legislature's approval of an additional \$200 million to the rental housing revolving fund is a very positive action. The City's recent passage of new affordable housing requirements and incentives also will move the needle, as will the continued expansion of accessory dwelling units (ADU's).
  - Increase other housing subsidies, such as rapid re-housing funds, as well as, diversion programs and general support for mental health and addiction services.





## 2019 Homeless Point-in-Time Count Results – Observations

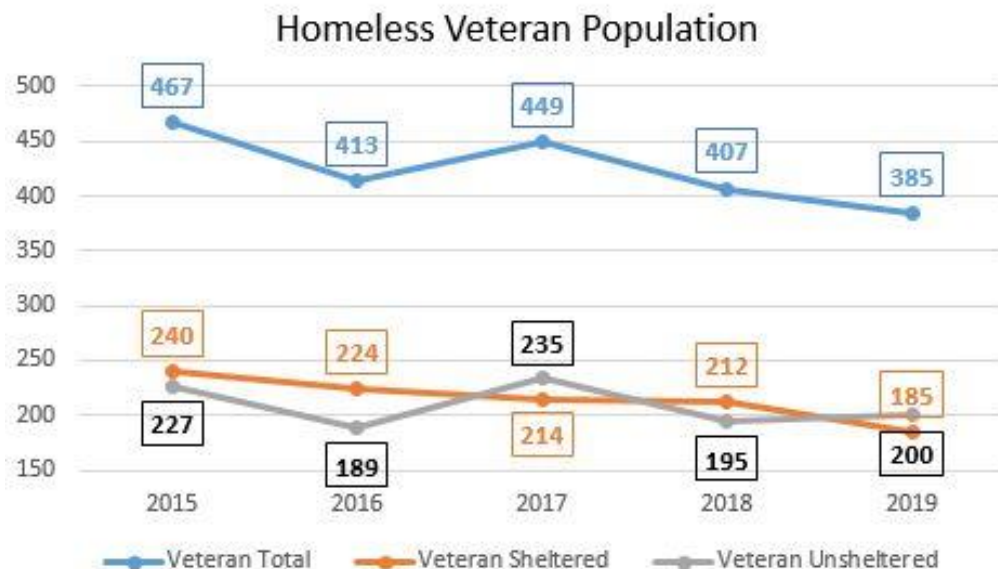
22 May 2019

- The total number of sheltered and unsheltered homeless persons for 2019 is 4,453, which is a decline of 42 persons or 1%, over 2018 (total = 4,495). **From 2017-2019 the overall homeless population declined by 10% (-506 persons), the first declines since 2009.**

- The sheltered population declined by 13% (-298 persons) to 2,052 from 2,350 in 2018.
- The unsheltered population increased by 12% (+256 persons) to 2,401 from 2,145 in 2018. From 2012-2019 the unsheltered population increased by 82% (+1,083 persons).



- The homeless veteran population decreased by 5% (-22 persons) to 385 from 407 in 2018. **Since 2015 the homeless veteran population decreased by 18% (-82 persons) coinciding with Honolulu joining the Mayors Challenge to end Veteran Homelessness.** The decline from 2017-2019 alone was 14% (-64 persons).

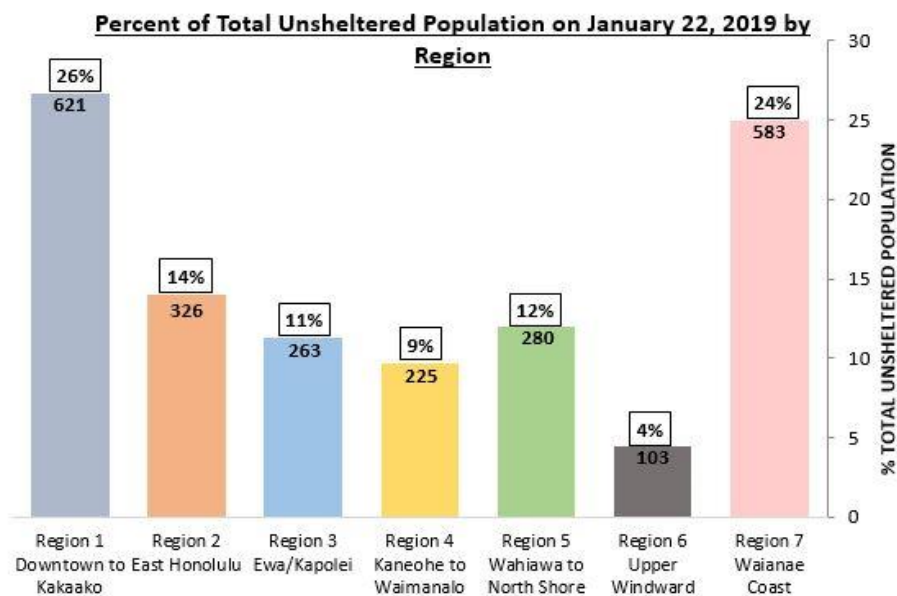


### Homeless Family Individuals Population



- The homeless family individuals population declined by 15% (-233 persons) to 1,357 from 1,590 in 2018. **From 2015-2019 there has been a 42% decrease (-983 persons) in homeless family individuals**, coinciding with the advent of HousingASAP, the city's focus on affordable housing targeting homeless and formerly homeless persons, and the public-private partnership Kahauiki Village, targeting homeless families.

- The highest number of unsheltered homeless persons live in Downtown Honolulu (the Chinatown area), followed by the Waianae Coast (from Koolina to Kaena Point). **Analysis of regional differences from 2010-2019 suggest that "no detectable trends exist in long-term movement of unsheltered individuals from one region to another"** (2019 report, p. 14).

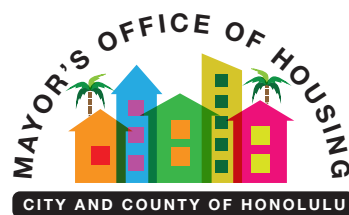


- The number of homeless children (under 18 years of age) declined by 12% (-106 children) to 793 from 899 in 2018. Children make up 18% of the total homeless population on Oahu. **From 2015-2019 there has been a 40% decrease (-526 children) in the number of homeless children**, from 1,319 in 2015.
- **There are 1,131 chronically homeless persons, of whom 80% are unsheltered.** The majority of the chronically homeless live in the Downtown to East Honolulu areas, due most likely to the high availability of services, e.g., mental health services, doctors, and shelters.
- **A total of 1,060 homeless persons reported mental health issues, but an increasing number are living in shelters (45%)** than previously, e.g., 37% in 2016.
- Recent trends indicate that Oahu shelters are housing an increasing number of **homeless individuals who report substance abuse issues, with 846 identified in 2019, compared with 933 in 2017.**



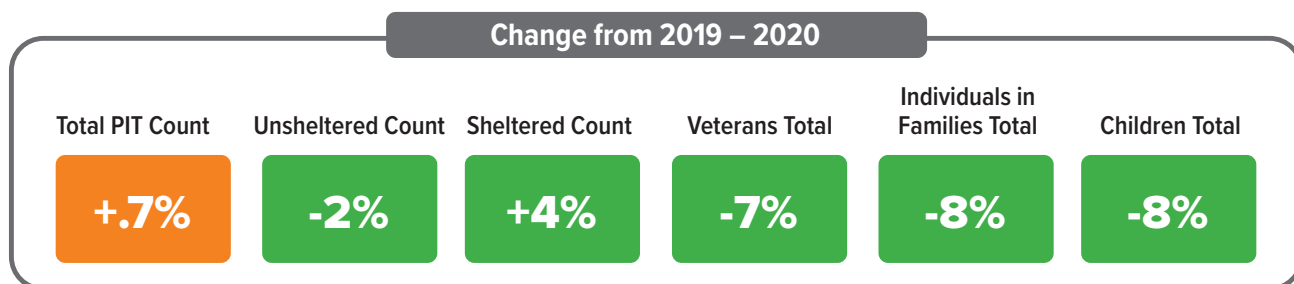
# 2020 Homeless Point-In-Time Count Results Summary

June 10, 2020



The 2020 Homeless Point-In-Time Count (PITC) was conducted on January 23, 2020 from 4:00 AM – 11:00 AM, asking individuals where they slept on the night of January 22, 2020. Along with the Homeless Management Information System (HMIS), the PITC is an important source of data on homelessness. It is reported to Congress as part of the Annual Homelessness Assessment Report and affects the flow of federal funding to the community. As Oahu's Continuum of Care, Partners In Care was the lead organization for the Oahu 2020 PITC; this included submitting the change of methodology used to collect this year's data.

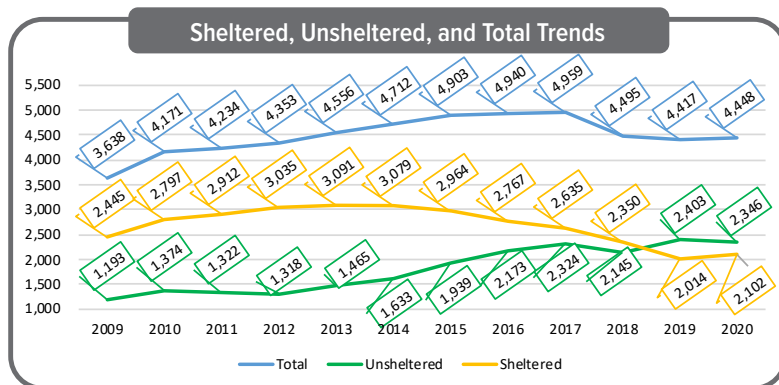
These changes included the introduction of a mobile app, "Survey123 for ArcGIS", to collect surveys. An observational tool was also introduced to capture data on individuals who refused to participate in the survey, were sleeping, or were not counted due to safety concerns. This tool was used to record 1,074 persons in the 2020 count.



- ◆ Sheltered: individuals were staying in Emergency Shelter, Transitional Housing, or Safe Haven Programs
- ◆ Unsheltered: individuals were staying on the streets or other place not meant for human habitation
- ◆ Chronically homeless: person who is homeless and lives in a place not meant for human habitation, a safe haven or in an emergency shelter AND has been homeless for a least 1 year continuously, or on at least 4 or more occasions over the past 3 years that add up to at least 12 months AND has a disability.
- ◆ Children: persons under 18 years of age

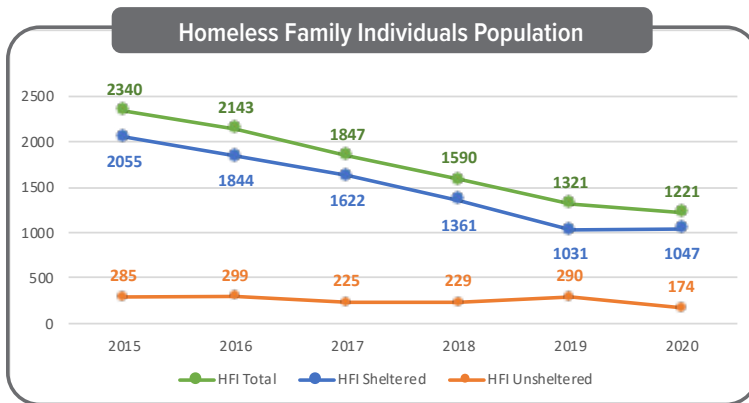
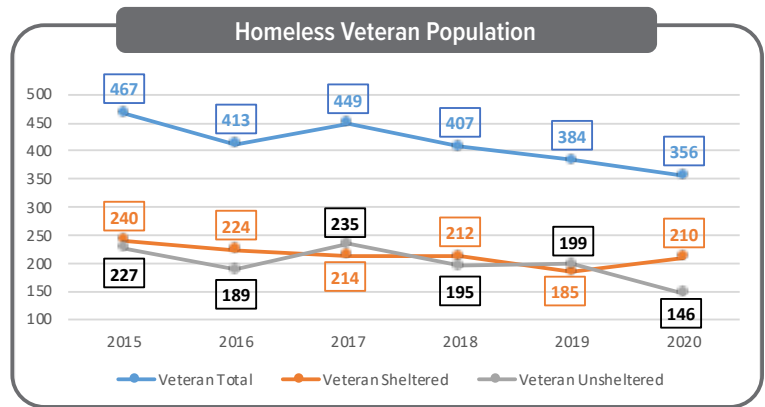
## HIGHLIGHTS

- ◆ The total number of sheltered and unsheltered homeless persons for 2020 is 4,448, which is an increase of 0.7% (+31 persons), over 2019 (4,417)\*. **From 2017–2020, the overall homeless population has declined by 10% (-511 persons).**
  - The sheltered population increased by 4% (+88 persons) to 2,102 from 2,014 from 2019.
  - The unsheltered population decreased by 2% (-57 persons) to 2,346 from 2,403 in 2019.



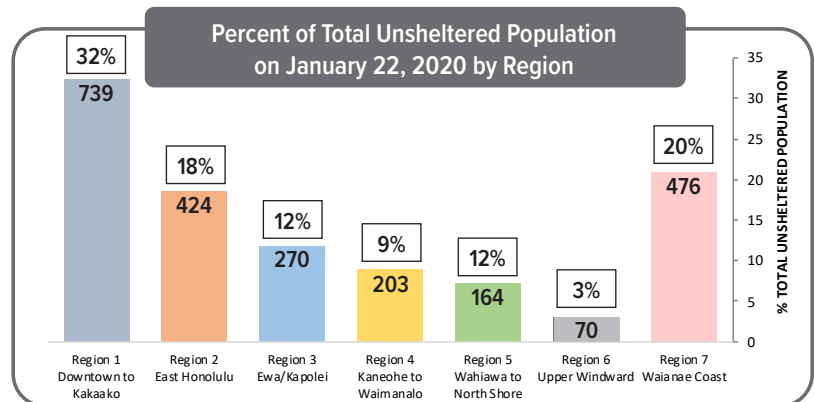
*\* Please Note: The 2019 data used in the 2020 report is from the U.S. Department of Housing and Urban Development's (HUD) certified report, not those used in the 2019 PITC Report. This was for continuity as the total population numbers of sheltered and unsheltered homeless persons used from 2010–2018 were pulled from the HUD certified data.*

- ◆ The homeless veteran population decreased by 7% (-28 persons) to 356 from 384 in 2019. **Since 2015 the homeless veteran population decreased by 24% (-111 persons) coinciding with Honolulu joining the Mayors Challenge to end Veteran Homelessness.** Additionally, in 2020, sheltered veterans made up a larger percentage (59%) of the veteran homeless population than unsheltered veterans (41%).



- ◆ The homeless family individuals population declined by 8% (-100 persons) to 1,221 from 1,321 in 2019. **From 2015–2020 there has been a 48% decrease (-1,119 persons) in homeless family individuals.** The continued decline correlates with additional housing becoming available including Kahauiki Village and the city's additional units for 60% AMI and below.

- ◆ The highest number of unsheltered homeless persons live in Downtown Honolulu, followed by the Waianae Coast and East Honolulu.



## OTHER NOTEWORTHY HIGHLIGHTS

- ◆ The number of homeless children declined by 8% (-62 children) to 732 from 794 in 2019. Children make up 16% of the total homeless population on Oahu. **From 2015–2020 there has been a 45% decrease (-587 children) in the number of homeless children, from 1,319 in 2015.**
- ◆ **One of four homeless adults (881 persons, 24%) counted in the 2020 PITC Count were considered chronically homeless** with 615 adults experiencing unsheltered homelessness—this equals to 50% of the total unsheltered homeless adult population experiencing chronic homelessness.
- ◆ **One of four homeless adults (914 persons, 25%) reported mental health issues**, but an increasing number are living in shelters (56%) than previously, e.g., 45% in 2019.
- ◆ Recent trends indicate a decline in the number of homeless individuals who report experiencing a struggle with substance abuse, with 685 identified in 2020, **which is a 19% decline from last year's number of 846 in 2019.**

# VETERANS 2020 SUB-REPORT

**356**

**veterans experiencing homelessness**  
on O'ahu on the night of January 22, 2020

**Legend**

Total PIT

Unsheltered

Sheltered

Veteran: A person who served in the United States Armed Forces, Reserves or National Guard.



**59%**  
**Sheltered**  
210 individuals



**41%**  
**Unsheltered**  
146 individuals

## Changes in Veterans from 2019 - 2020

Total Veteran Population

**-7%**

Unsheltered Count

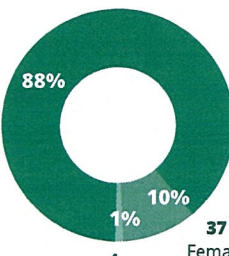
**-28%**

Sheltered Count

**+16%**

## Gender

315 Male



Transgender / Gender Non-Conforming

## Race/Ethnicity: PIT Veteran Population

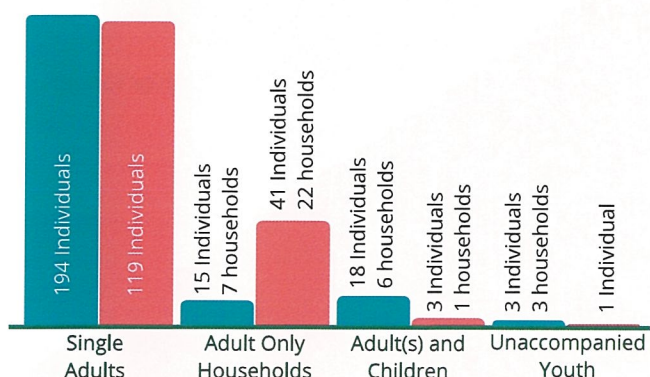


## Race/Ethnicity: O'ahu Population

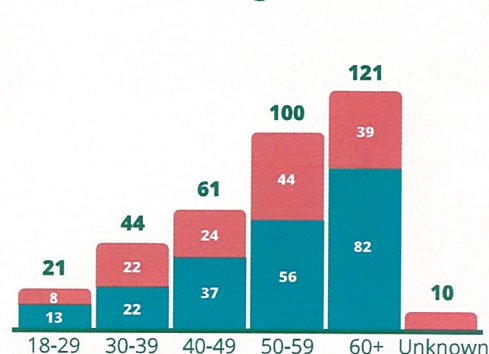


- 356 individuals were veterans making up 10% of the adult PIT Count population (3,716).
- The majority of veterans were sheltered (59%), male (88%), and above the age of 50.
- Whites account for the largest percentage of the veteran population, followed by Multiracial individuals.
  - Black and African American adults were over-represented by 500%
- The majority of veterans were single adults households, the unsheltered population also has a large number of adult only households.

## Household



## Age



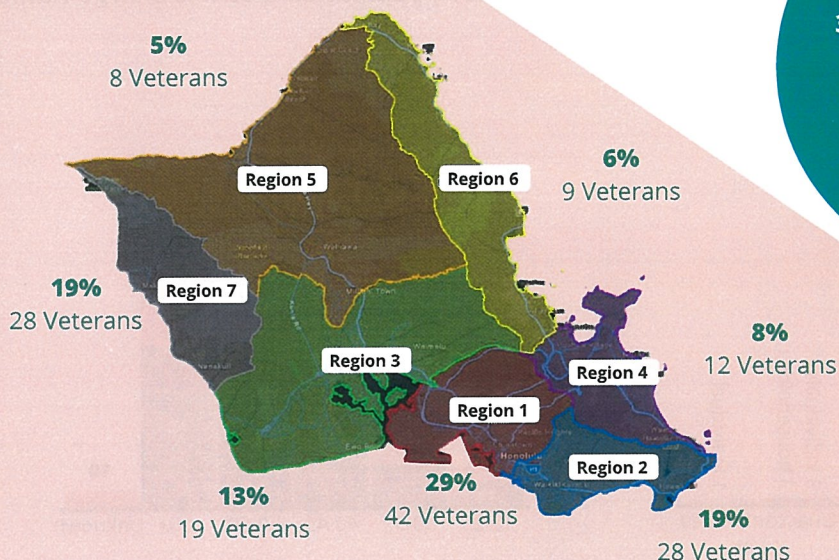


# VETERANS 2020 SUB-REPORT

Health	Veterans			PIT Count
	Sheltered	Unsheltered	Total	
Chronically Homeless	35% <small>(ES &amp; SH Only)</small>	56%	37%	24%
Disabling Condition	85%	72%	80%	40%
Avg number of disabling conditions	2.5	1.7	2.2	1.9
Disability	70%	47%	60%	28%
Serious Mental Health Illness	51%	43%	48%	25%
Substance Use Disorder	36%	34%	35%	18%

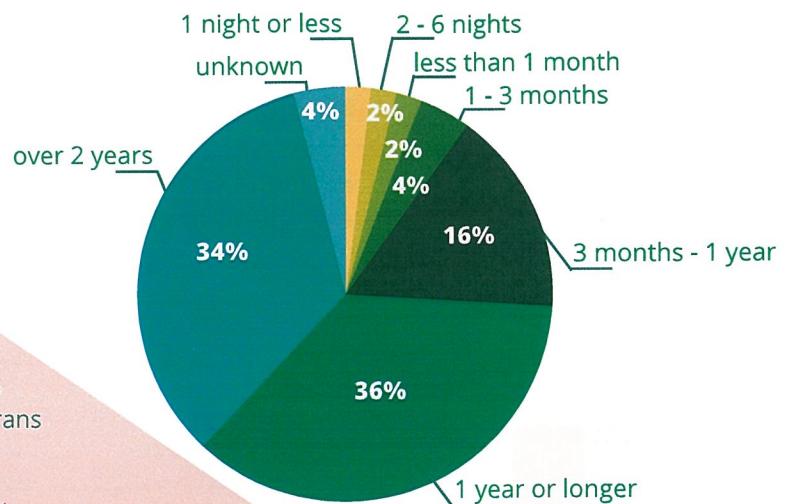
- The majority of the veteran population has a disabling condition. The rate of disabling conditions is over double that of the O'ahu PIT Count Population.
- Disability, Serious Mental Health Illness and Substance Use Disorder are all nearly double among the Veteran Population as compared to the O'ahu PIT Count Population.
- The majority of unsheltered veterans had currently been experiencing homelessness for an extended period of time, over 1 year.
- The largest percentage of unsheltered veterans were counted in Regions 1, 2 and 7.

## Distribution of Unsheltered Veterans across O'ahu



## Length of Time Currently Experiencing Homelessness

Unsheltered Veterans





# SEXUAL & GENDER MINORITIES 2020 SUB-REPORT

## 218

### Sexual & Gender Minorities experiencing homelessness on O'ahu on the night of January 22, 2020

**Sexual & Gender Minorities (SGM):** An umbrella term that encompasses populations included in the acronym "LGBTI" (lesbian, gay, bisexual, transgender & intersex) and individuals whose sexual orientation or gender identity varies.

This report looks at individuals who reported a gender identity different from the sex they were assigned at birth, a gender identity other than male/female, indicated a sexual orientation other than straight or indicated they were intersex. We currently do not have sufficient data on SGM individuals living in Shelters, due to different surveys used for the Shelter Population. 2020 was the first year SGM questions were asked of every individual who completed the survey, therefore we are unable to compare to previous years.



**6%**

#### Sheltered

12 individuals were staying in Emergency Shelter, Transitional Housing, or Safe Haven Programs

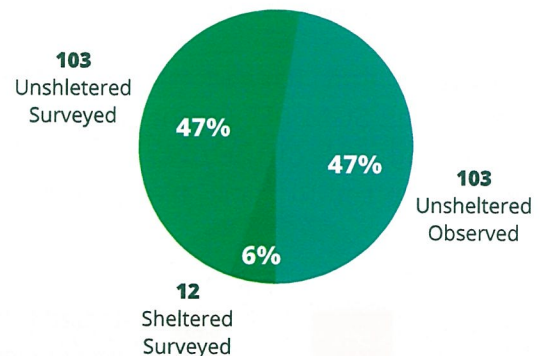


**94%**

#### Unsheltered

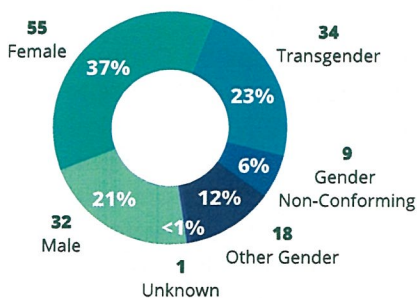
206 individuals were staying on the streets or other place not meant for human habitation

#### Survey & Observation Distribution

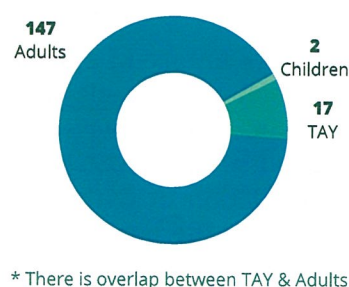


For the purposes of analysing demographics and characteristics the remainder of this report will exclude 69 observations which do not include any information apart from "other gender". The following information will look at the remaining 149 SGM individuals.

#### Gender



#### Age Groups\*



\* There is overlap between TAY & Adults

Adults: Persons 18 years and older. TAY (Transitional Age Youth): Persons 18 - 24 years old. Children: Persons under 18 years old.

37% were female and 41% were transgender, gender non-conforming, or another gender not specified.

Transgender, gender non-conforming (GNC) and other gender individuals make up the largest portion of the SGM population. Within the PIT Count Population they account for 3%, while in Hawai'i transgender individuals account for .78% of the overall population.

Hawai'i's transgender population data obtained from Report on transgender prevalence in the US by the Williams Institute (2016).

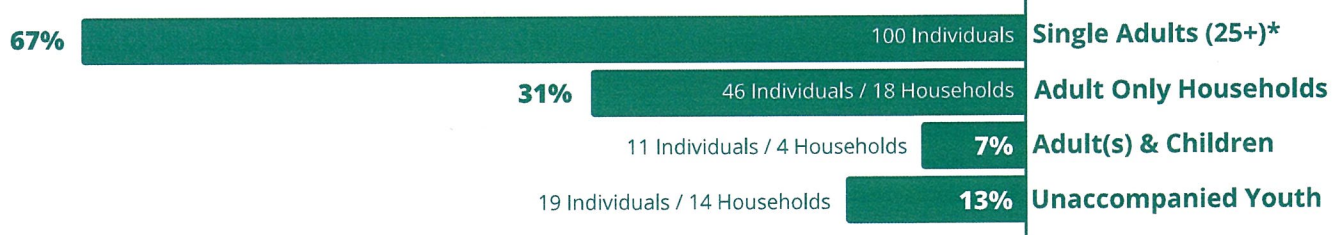
# SEXUAL & GENDER MINORITIES 2020 SUB-REPORT

The vast majority of SGM individuals were adults (99%) and the majority of adults were single adults (100 or 68%). 19% of individuals (29) were in adult only households.

2 unaccompanied minors and 17 youth were identified, the majority being unsheltered (89%).

## Individuals by Household Type

Number of individuals includes household members of an SGM individual



\* For the purposes of this graph we separated Adults ages 25 years and older from Unaccompanied Youth. For the remainder of the report any reference to Adult will be any persons 18 years old or older.

Native Hawaiian and Pacific Islanders (NHPI) and Multiracial individuals made up the largest percentages of the SGM PIT Count population. 89% of Multiracial individuals indicated having NHPI racial background. 52% of the overall SGM PIT Count population identified NHPI as either their only race or part of their multiracial background.

## Race/Ethnicity: SGM PIT Count Population

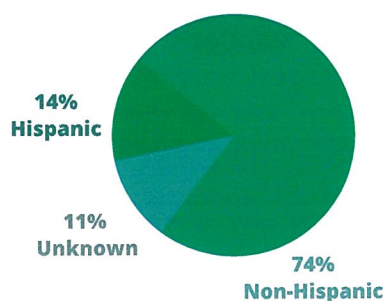


## Race/Ethnicity: O'ahu Population



B / AA: Black and African American. AIAN: American Indian and Alaskan Native. NHPI: Native Hawaiian and Pacific Islander.

## Hispanic Ethnicity



Comparing the percentage of each of the racial groups on O'ahu to the percentage of each of the racial groups included in the 2020 SGM PIT Count population, NHPIs were 1.4 times (or 140%) more likely to represent individuals in the SGM PIT Count population as compared to the general population of O'ahu, and AIAN while only representing a small percentage of the population are 2 times (or 200%) more likely. Conversely, Asians were 86% less likely to represent individuals in the SGM PIT Count population compared to the general population.

14% of the SGM PIT Count population indicated Hispanic ethnicity, as compared to 10% of the O'ahu population.

O'ahu population data obtained from most recent available U.S. Census data (ACS, 2018).



# SEXUAL & GENDER MINORITIES 2020 SUB-REPORT

This section examines characteristics of the 115 adults in 90 households surveyed as either sheltered or unsheltered in the 2020 PIT Count.

**Chronically Homeless:** A person who is homeless and lives in a place not meant for human habitation, a safe haven or in an emergency shelter AND has been homeless for at least 1 year continuously or on at least 4 or more occasions over the past 3 years that add up to at least 12 months AND has a disability.

**Disabling Condition** is classified as a Serious Mental Health Illness, Disability, Substance Use Disorder or living with HIV/AIDS.

**Serious Mental Health Illness, Substance Use Disorder and Disability** are classified as a condition(s) that substantially impairs a person's daily life.

Health	SGM	PIT Count
Chronically Homeless	56%	24%
Disabling Condition	68%	40%
Disability	45%	28%
Serious Mental Health Illness	50%	25%
Substance Use Disorder	32%	18%
HIV / AIDS	4%	4%

Sexual and Gender Minorities have higher rates of disabling conditions as compared to the overall homeless population.

- 56% are chronically homeless indicating that they have experienced homelessness for a long period of time while living with a disabling condition.
- Nearly half have a physical, developmental or other disability that impairs their daily life.
- Half have a serious mental health illness.

Domestic Violence is significantly higher among the SGM PIT Count population as compared to the O'ahu PIT Count population.

- 38% of SGM adults have experienced DV as compared to 13% of the overall homeless population.

Domestic Violence also plays a larger role in why SGMs are currently experiencing homelessness as compared to overall homeless population.

- 13% of SGM adults are currently fleeing DV, as compared to 4% of the overall homeless population.



**1 in 2**  
women



**1 in 5**  
men



**1 in 5**  
trans & gnc

**have experienced  
Domestic Violence**

**Domestic Violence (DV):** also commonly referred to as Intimate Partner Violence (IPV), describes physical violence, sexual violence, stalking, and/or psychological harm by a current or former partner or spouse.



# SEXUAL & GENDER MINORITIES 2020 SUB-REPORT

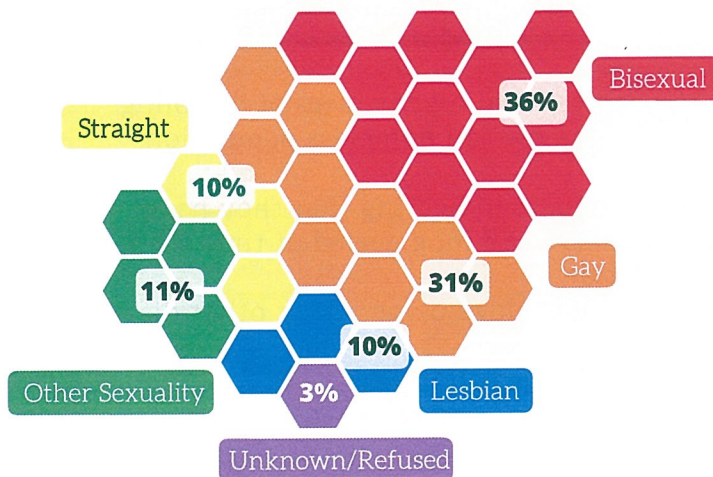
This section examines characteristics of the 103 adults in 78 households surveyed as unsheltered in the 2020 PIT Count.

More than 1/3 of the SGM population has experienced homelessness before the age of 18, indicating a history of housing instability.

Regions 1 and 7 had the largest percentage of SGM individuals with 38% and 33% respectively, followed by Region 2 and 3 with 13% and 7%.

The majority of SGM individuals identified as Bisexual (37) and Gay (32). The leading causes for factors leading to homelessness were Alcohol/Drug use and housing trouble.

## Sexual Orientation



**39%** experienced homelessness before the age of 18

21 persons by themselves.  
17 persons with their family.  
1 person by themselves & with their family.  
1 person refused to specify.



\* Surveyed individuals may choose multiple reasons for currently experiencing homelessness.

## Summary & Next Steps

Transgender, gender non-conforming and other gender individuals make up a significant percentage per capita of not only the Point In Time Count Population but also close to half of the SGM Population.

Sexual and Gender Minorities have higher rates of disabling conditions as compared to the overall PIT Count Population with mental illness and substance use double. SGM individuals also have a lifetime history of domestic violence that is three times higher as compared to the overall PIT Count Population.

The lack of SGM specific questions in the Shelter population make it difficult to compare against the Unsheltered population. We suggest that the same questions be asked of the Sheltered and Unsheltered population to better understand if there are differences between them.

This report points to more information needed about our SGM and specifically our transgender, gender non-conforming, and other gender individuals; especially as it pertains to services and understanding if there is a service gap in regards to their care.



**your toolkit about individuals who identify as**

**LGBTQ+**

**PARTNERS IN CARE**

**aloha**

# Lesbian, Gay, Bisexual, Transgender, Queer/Questioning +

LGBTQ+ is a shorthand acronym for those who are lesbian, gay, bisexual, transgender, queer/questioning, plus many other orientations and identities (p. 6-7). This toolkit is designed to help the O'ahu community understand and feel comfortable talking about the differences in sexual orientation, gender identity, gender expression, and biological sex.

Just as there is no one way to express being female or being male, such as with mannerisms or appearance, there is no one way to express an individual's identity as an LGBTQ+ person. LGBTQ+ encompasses a range of identities, orientations, and body types, and people will identify in a multitude of ways within that spectrum.

This toolkit provides background information on identities, sexual orientation, expression and pronoun use. Also, included are suggested guidelines about how to ask clients about their gender identity and sexual orientation, along with other helpful information about why capturing identity information is so important, not only as a provider but also for our clients. We hope that this toolkit will provide a better understanding of the people around you and help you feel more comfortable in understanding the diversity of the LGBTQ+ community.



**Sexual Orientation:** an individual's emotional, romantic or physical attraction to another person or people. (p. 6)

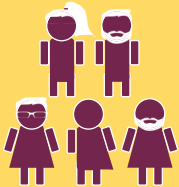
*lesbian, gay, straight, bisexual, pansexual, queer, asexual ...*



**Gender Identity:** an individual's concept of self as male, female, a blend of both or neither. (p. 7)

- This may or may not align with the sex assigned to them at birth.

*female, male, trans, gender non-conforming, non-binary, gender fluid, third gender ...*



**Gender Expression:** external appearance of one's gender identity, usually expressed through behavior, clothing, haircut, speech patterns and social interactions.

- this may or may not align with traditional perceptions of gender identity.



**Biological Sex:** a person's sex assigned at birth that is defined by genitalia and chromosomes. (p. 7)

*male, female, intersex*

**Cisgender:** a person whose gender identity aligns with the sex assigned at birth.

*female, male*

*i.e. sex assigned at birth: female, gender identity: female*



**Transgender / Trans:** an umbrella term for people whose gender identity is different from the sex they were assigned at birth.

- Being trans does not imply any specific sexual orientation.
- Having a gender identity other than male or female does not mean one identifies as trans.
- Being trans does not imply that one will transition; transitioning does not make anyone more or less transgender.
  - Transitioning is when an individual takes steps to live according to their gender identity. This varies by individual, possible steps in a gender transition may or may not include changing your clothing, appearance, name, or pronouns.

*trans female, trans male, third gender (māhū), gender non-conforming, non-binary ...*



# why is this important?

The information we collect on who is accessing our services impacts how we can best serve our clients and tailor our services to help those in need.

While these questions are personal, they are critical in knowing which minority groups are struggling and if there are ways in which we can assist them.

## IN HAWAI'I

- LGBT youth and adults **frequently drink more alcohol** and are **more inclined to try illegal substances** compared to heterosexual and cisgender youth and adults.
- LGBT youth are more likely to **skip school** due to feeling unsafe and/or bullying.
- LGB youth are 2x's, and trans youth are 8x's more likely to be **unstably housed**.
- LGB youth are 4x's, and trans youth 7x's more likely to **attempt suicide** compared to heterosexual and cisgender youth.
- 38% of LGB adults have 2 or more **chronic conditions**.
- **Partner violence (sexual and physical)** is higher among LGBT youth and adults. Trans youth— 25% , LGB youth—20%, LGB adults — 21%.
- LGB adults are 2x's more likely to have a **depressive disorder**.
  - LGB is often separated from Trans as their experiences differ.

Ching LK, Holmes JR et al. 2018. Hawai'i Sexual and Gender Minority Report. & Hawai'i Sexual & Gender Minority Report: A Focus on Transgender Youth. Honolulu: Hawai'i State Department of Health, Chronic Disease Prevention and Health Promotion Division.

### Asking someone their gender:

*"For the following question I will read you some answers, please let me know what you identify with most. Do you identify more closely with Male, Female, Trans Female, Trans Male, Gender Non-Conforming (not being male or female) or another gender I have not listed (this would fall under the trans unknown category)? "*

### Asking someone their sexual orientation:

*"For the following question I will read you some answers, please let me know what you identify with most. Do you identify more closely as Straight, Lesbian, Gay, Bisexual, or another sexual orientation I have not listed?"*

These questions are not necessarily uncomfortable to answer. The more you are comfortable and confident in asking these questions, and the more you show earnest care in the response, the more comfortable the respondent will be in answering them.

### COMMON ANSWER OPTIONS ON QUESTIONS ABOUT:

#### GENDER:

(AS ON HMIS)

- ☐ Male
- ☐ Female
- ☐ Trans Female
- ☐ Trans Male
- ☐ Gender Non-Conforming
- ☐ Trans Unknown

#### SEXUAL ORIENTATION:

(AS ON POINT IN TIME)

- ☐ Straight
- ☐ Lesbian
- ☐ Gay
- ☐ Bisexual
- ☐ Other Sexuality



# GLOSSARY

## PRONOUNS

Not all people identify as male or female. Using pronouns that align with their identity is extremely important.

Using correct pronouns shows respect towards that person.

he/him/his • she/her/hers

they/them/theirs

Gender expression does not indicate pronoun use. It is always important to ask.

*"Hi, my name is \_\_\_\_ my pronouns are \_\_\_\_\_. What are yours?"*

## SEXUAL ORIENTATION

**Asexual:** a person who has little interest in having sex.

**Bisexual:** a person who is attracted to people of more than one sex and/or gender, not necessarily at the same time, in the same way, or to the same degree.

**Gay:** a man who is attracted to other men.

\*Also used for a person who is attracted to members of the same gender.

**Lesbian:** a woman who is attracted to other women.

**Pansexual:** a person who is attracted to individuals of any gender or sex.

**Queer:** often used to identify people who express fluid identities and orientations.

**Straight:** a person who is attracted to a person of the opposite gender.

This is by no means a complete list of all sexual orientations or gender identities.



# GENDER IDENTITY

**Cisgender:** a person whose gender identity aligns with the sex they were assigned at birth.

**Gender Non-Conforming:** a person who does not behave in a way that conforms to the traditional expectations for their gender.

**Non-binary:** a person who does not identify exclusively as a man or a woman.

**Queer:** often used to identify people who express fluid identities and orientations.

**Third Gender:** many cultures recognize more than one gender, a person who embodies both the male and female spirit. **Māhū** (Hawaiian and Tahitian) **Fa'afafine** (Samoan) **Fakaleiti** (Tongan).

**Transgender/Trans:** an umbrella term for people whose gender identity is different from the sex they were assigned at birth.

**Trans Female (MTF):** a person who identifies as female but was assigned male at birth.

**Trans Male (FTM):** a person who identifies as male but was assigned female at birth.

# BIOLOGICAL SEX

The sex assigned at birth.

Male • Female • Intersex

**Intersex:** a person with a range of natural bodily variations in reproductive, genetic and /or sexual anatomy that does not fit the typical definitions of female or male.



SEXUAL ORIENTATION AND GENDER IDENTITY ARE NOT SET IN STONE.

IT IS A SPECTRUM THAT IS FLUID AND CAN CHANGE OVER TIME.

# local service providers



## **GREGORY HOUSE PROGRAMS HAWAI'I**

provide affordable housing assistance and support services to persons living with HIV/AIDS | housing | case management | food basket program

**808.522.9036 - [info@gregoryhouse.org](mailto:info@gregoryhouse.org)**  
[www.gregoryhouse.org](http://www.gregoryhouse.org)



## **RESIDENTIAL YOUTH SERVICES & EMPOWERMENT (RYSE)**

24/7 access center to help youth experiencing homelessness | housing & other services

**808.498.5180 - [info@rysehawaii.org](mailto:info@rysehawaii.org)**  
[www.rysehawaii.org](http://www.rysehawaii.org)



## **DOMESTIC VIOLENCE ACTION CENTER**

provide legal services and advocacy to victims of Intimate Partner Violence | provide LGBTQ+ specific advocates, programs, and support groups

**808.531.3771 - [dvac@stoptheviolence.org](mailto:dvac@stoptheviolence.org)**  
[www.domesticviolenceactioncenter.org](http://www.domesticviolenceactioncenter.org)



## **HAWAI'I HEALTH & HARM REDUCTION CENTER (HHHRC)**

syringe exchange program | overdose prevention | wound care | HIV testing | HCV testing | PrEP | transgender services | case management

**808.521.2437 - [info@hhhrc.org](mailto:info@hhhrc.org)**  
[www.hhhrc.org](http://www.hhhrc.org)



## **YOUTH OUTREACH (Yo!) - WAIKIKI HEALTH & HALE KIPA**

drop-in clinic & services (food, showers, clothing, case management) to homeless youth 22 and under

drop-in center: **415 Keoniana St in Waikiki**  
drop in: M, T, Th, F 3pm—6pm  
**808.942.5858**  
[www.waikikihc.org](http://www.waikikihc.org) | [www.halekipa.org](http://www.halekipa.org)

# & resources



## THE LAVENDER CLINIC

non-traditional clinic that is inclusive of all communities and genders | primary care | PrEP services for all ages | counselling & behavioral health services | hormone replacement therapy | medical cannabis

**808.744.2543**

[www.lavendercenterandclinic.org](http://www.lavendercenterandclinic.org)



## HAWAI'I LGBT LEGACY FOUNDATION

community projects and events with the mission to support, empower, educate, unify and facilitate LGBT organizations and individuals in Hawai'i | LGBTQ+ Center-Honolulu | Honolulu PRIDE™ Parade & Festival | educational, training, social & cultural events | scholarships, project assistance & more!

**808.369.2000**

[info@hawaiilgbtlegacy.com](mailto:info@hawaiilgbtlegacy.com)

[www.hawaiilgbtlegacyfoundation.com](http://www.hawaiilgbtlegacyfoundation.com)



## UH MĀNOA LGBTQ+ CENTER

center that strives to maintain a safe and inclusive campus environment | direct services for students (advocacy and support) | student drop-in groups | Safe Zone Training Program

**808.956.9250 - [lgbtq@hawaii.edu](mailto:lgbtq@hawaii.edu)**

[www.manoa.hawaii.edu/lgbtq](http://www.manoa.hawaii.edu/lgbtq)



## ACLU OF HAWAI'I

organization working to defend and preserve the individual rights and liberties that the Constitution and laws of the United States guarantee everyone in this country | legal help for cases that violate civil liberties and rights

**808.522.5900**

[www.acluhi.org](http://www.acluhi.org)

## NATIONAL HOTLINES

**24/7**

*If you are feeling depressed or suicidal call*

Trevor Project Suicide Hotline

**866.488.7386**

TRANS Lifeline

**877.565.8860**

Crisis Text Line

**Text HOME to 741741**



# PARTNERS IN CARE

[www.partnersincareoahu.org](http://www.partnersincareoahu.org)

April 2020



*Paid for by the taxpayers of the City and County of Honolulu*



## O'AHU HOMELESS HELP CARD

Information provided by Partners In Care O'ahu  
Produced as a service of the City & County of Honolulu

### GENERAL HELP

Access to Independence *(For Those With a Disability)*  
..... 369-9521  
Aloha United Way *(auw21f.org)* ..... 211

### CRISIS (24 HOURS)

Hawai'i CARES *(mental health, substance use  
crisis and support services, COVID-19 resources for  
unsheltered individuals)* ..... 832-3100  
Domestic Violence Crisis Line ..... 266-7233

### ABUSE (CHILD/SPOUSE/ADULT)

Adult Protective Services *(weekdays)* ..... 832-5115  
Child Protective Services *(24 hour)* ..... 832-5300  
Domestic Violence Action Center ..... 531-3771  
Toll-Free *(all islands)* ..... 800-690-6200  
Text *(24 hour)* ..... 605-956-5680  
24/7 Chat Available  
..... www.domesticviolenceactioncenter.org  
Domestic Violence Hotlines  
Town/Leeward *(CFS)* ..... 841-0822  
Windward *(PACT)* Hotline/  
Crisis Counseling ..... 526-2200

Legal Aid Society of Hawai'i ..... 536-4302  
Volunteer Legal Services Hawai'i ..... 528-7046

### MEDICAL CARE

Aloha Medical Mission Clinic-Dental ..... 847-3400  
Hawai'i HOME Project ..... 223-8859  
**Hawai'i Homeless Healthcare Hui "H4"**  
Iwilei ..... 447-2924  
Kāne'ohe ..... 234-5562  
Honolulu ..... 376-5315  
KPHC, Healthcare for the Homeless Project ..... 791-6342  
Hawai'i Health and Harm Reduction Center *(HHHRC)*  
..... 521-2437  
Joint Outreach Center *(JOC)* ..... 545-3694  
Kōkua Kalihi Valley ..... 791-9400  
Ko'olauloa Health Center ..... 293-9231  
Project Vision Hawai'i ..... 201-3937  
Wai'anae Coast Comprehensive ..... 697-3300  
Waikiki Health ..... 922-4787  
Waimānalo Health Center ..... 259-7948

### MENTAL HEALTH

Hawai'i CARES *(mental health, substance use  
crisis and support services, COVID-19 resources for  
unsheltered individuals)* ..... 832-3100  
Catholic Charities Hawai'i Counseling Center  
..... 527-4470

EPIC – 'Ohana Conferencing *(Child Abuse & Neglect)*  
..... 838-7752  
Family Peace Center *(PACT)* ..... 832-0855  
Sex Abuse Treatment Center ..... 524-7273

### DISPUTE RESOLUTION

The Mediation Center of the Pacific ..... 521-6767

### DOMESTIC VIOLENCE SHELTERS

Child & Family Services ..... 841-0822  
PACT 'Ōhi'a Shelter ..... 526-2200  
Windward Spouse Abuse Shelter ..... 528-0606

### LANGUAGE NEEDS

Bilingual Access Line *(Interpreter Services)*  
..... 526-9724

### ALCOHOL/DRUG

Alcoholics Anonymous ..... 946-1438  
Champ Clinic ..... 426-4515  
Hawai'i Health and Harm Reduction Center *(HHHRC)*  
..... 521-2437  
Kū Aloha Ola Mau ..... 538-0704  
Habilitat, Inc ..... 800-872-2525  
Hale Na'au Pono ..... 696-4211  
Hawai'i CARES ..... 832-3100  
Hina Mauka Kāne'ohe ..... 236-2600  
Hina Mauka Waipahu *(outpatient)* ..... 671-6900  
Ho'omau Ke Ola ..... 696-4266

### Dept of Health, Mental Health Clinics:

Adult MH Division Eligibility Line ..... 643-2643  
East Honolulu Trtmt Svc Section ..... 733-9260  
West Honolulu Trtmt Svc Section *(adults)* ..... 832-5800  
Kāne'ohe *(adults)* ..... 233-3775  
Central O'ahu Fam Guide Ctr *(Kāne'ohe)* ..... 233-3770  
Central O'ahu Trtmt Svc Section ..... 453-5950  
Central O'ahu Fam Guidance Ctr *(Pearl City)*  
..... 453-5900  
Honolulu Fam Guidance Center ..... 733-9393  
Leeward O'ahu Fam Guid Center ..... 692-7700  
Hale Na'au Pono – Wai'anae ..... 696-4211  
Helping Hands Hawai'i ..... 440-3825  
Hope Treatment Services ..... 638-4555, 638-4440  
IHS, Institute for Human Services ..... 447-2924  
Kahi Mohala Behavioral Health ..... 671-8511  
North Shore Mental Health ..... 638-8700  
Safe Haven, Mental Health Kōkua ..... 524-7233

### PET SERVICES

Hawaiian Humane Society Animal  
Emergency/Stray Pick Up ..... 356-2250  
Pet Spay/Neuter or Surrender ..... 356-2285  
Poi Dogs & Pōpōki *(Wellness checks, Immunizations,  
Microchipping, Spay/Neuter Services)* ..... 551-7915

### RENTAL ASSISTANCE

Catholic Charities Hawai'i ..... 521-4357

Hope Treatment Services ..... 638-4440, 638-4555  
Narcotics Anonymous ..... 734-4357  
Po'ailani ..... 263-3500  
Salvation Army Detox *(ATS)* ..... 595-5819  
Salvation Army Family/Women *(FTS)* ..... 732-2802  
Salvation Army Adult Males *(ATS)* ..... 595-6371  
Salvation Army *(ARC)* ..... 808-522-8400  
Sand Island Treatment Center ..... 841-3915  
Women In Need *(Intensive Outpatient Program  
for Women & Men)* ..... 486-1996

### STATE DHS BENEFITS: APPLICATION UNITS

Hawai'i Public Housing Authority  
Applications Office ..... 832-5961  
*(TANF, GA, Medicaid & SNAP)*  
Kapolei Processing Center ..... 692-8384  
*(For Kapolei, Waipahu)*  
Ko'olau Processing Center *(Luluku)* ..... 233-5325  
*(For Kailua, Kāne'ohe, Waikalua, Windward)*  
*(Not for New Applications)*  
Ko'olau Processing Center *(Waikalua)* ..... 233-3621  
*(New Applications Only) (Windward side)*  
KPT Processing Center ..... 832-3822  
*(For Kalihi, Kuakini, Nu'uuanu)*  
OR&L Processing Center ..... 586-8047  
*(For Iwilei, Pālama)*

Institute for Human Services *(IHS)*  
..... 447-2844 and 447-2806  
Landlord Engagement Program ..... 543-2212  
Rent to Work ..... 768-5727

### SHELTER: EMERGENCY

Family Promise *(families)* ..... 548-7478  
Hale Kipa *(youth <18)* ..... 754-9844  
IHS *(men)* ..... 447-2900  
IHS *(women and families)* ..... 447-2800  
IHS Hale Mauiola Sand Island  
Navigation Center *(Pet Friendly)* ..... 744-4492  
Keaunohu Emergency Shelter *(Waikiki Health)*  
*(Single males, females and couples)* ..... 537-8330  
Kealahou West O'ahu – Onelau'ena ..... 782-4342  
Next Step Shelter *(Waikiki Health)* ..... 585-8800  
Pai'olu Kaiāulu, U.S. VETS  
Wai'anae Civ. Center *(Pet Friendly)* ..... 664-1400  
RYSE *(Youth ages 18-24)* ..... 498-5180  
Shelter of Wisdom *(Men)* ..... 383-9498

### SHELTER: TRANSITIONAL

Alternative Structures *(Wai'anae – families)*  
'Ohana Ola O Kahumana ..... 696-4095  
Catholic Charities Mā'ili Lnd *(families)* ..... 696-4885  
Gregory House *(HIV)* ..... 592-9022  
Hale Kipa *(youth 18 to 22)* ..... 284-2079  
Hale Ulu Pono ..... 682-4466

Pohulani Processing Center ..... 587-5283  
*(For Kina'u, Moanalua, Pāwa'a, Pūnāwai)*  
Wahiawā Processing Center ..... 622-6315  
Wai'anae Processing Center ..... 697-7881  
*(For Ka'ala, Wai'anae)*  
Waipahu Processing Center ..... 675-0052  
*(For Waikēle, Kapālama)*

### EDUCATION

HawaiianHope.org *(Inexpensive & Free Computers / Tech)*  
..... 352-8800  
Homeless Concerns Office, DOE *(toll free)*  
..... 1-866-927-7095

### EMPLOYMENT

Alu Like – Dept. of Employment and Training  
..... 535-6750  
American Job Center *(Dillingham)* ..... 768-5701  
Catholic Charities Hawai'i Homeless Veterans  
Reintegration Program ..... 521-4357  
Division of Vocational Rehabilitation ..... 586-5164  
Economic Development Center *(PACT)* ..... 842-7093  
Goodwill Industries of Hawai'i ..... 483-7172  
HCAP Senior Employment ..... 521-4531  
HI Disability Rights Center *(Ticket to Work)* ..... 949-2922  
HI State Unemployment Office ..... 586-8970  
IHS Hele2Work ..... 447-2912

Housing Solutions, Inc. .... 973-0050  
Kulaokahu'a – Seniors *(Not for Applications)*  
..... 599-5759  
Sea Winds – Single, Couples, Families ..... 696-0061  
Kealahou West O'ahu – Onemalu *(families)* ..... 682-5868  
Kumuhonua *(HCAP)* ..... 682-5494  
RYSE *(Youth ages 18-24)* ..... 498-5180  
Safe Haven, Mental Health Kōkua ..... 524-7233  
Women In Need *(Women & Children)* ..... 486-1996

### OUTREACH/DROP IN CENTERS

ALEA Bridge ..... 379-2532  
HawaiianHope.org • Internet Cafe – Wai'anae  
..... 352-8800  
IHS, Institute for Human Services ..... 447-2833  
Kealahou West O'ahu ..... 696-5667  
KPHC, Healthcare for the Homeless Project ..... 791-6370  
Legal Aid Society of Hawai'i ..... 536-4302  
Living the Word ..... 834-2823  
RYSE *(Youth ages 18-24)* ..... 498-5180  
Safe Haven, Mental Health Kōkua ..... 524-7233  
Salvation Army *(Fam. Services Office)* ..... 841-5565  
SNAP ..... 440-3832  
Wai'anae Coast Comp Health Center ..... 697-3586  
U.S.VETS *(Available to All)* ..... 282-0554  
Youth Outreach *(YO!)* ..... 942-5858

Network Enterprises, Inc ..... 521-7774  
U.S.VETS *(Employment Assistance/Veteran Services)*  
..... 330-5566

### FOOD

Helping Hands Hawai'i, Community Clearinghouse  
*(One Time/Emergency Needs)* ..... 440-3800  
River of Life Mission ..... 524-7656  
Salvation Army *(Family Services)* ..... 841-5565  
Call 211, check w/ outreach agencies or churches

### HEPATITIS B&C

Hawai'i Health and Harm Reduction Center *(HHHC)*  
..... 521-2437  
Hep Free Hawai'i ..... 436-5884

### HIV/AIDS

Gregory House Programs ..... 592-9022  
Hawai'i Health and Harm Reduction Center *(HHHC)*  
..... 521-2437  
Waikiki Health ..... 922-4787

### HYGIENE SERVICES

HiEHiE *(Mobile Showers/Restrooms)* ..... 201-3937  
Pūnāwai Rest Stop *(Laundry & Showers)* ..... 599-9750  
Revive + Refresh *(Mobile Hygiene Center)* ..... 779-6738  
River of Life Mission ..... 524-7656  
Safe Haven ..... 524-7233

### LEGAL

Community Outreach Court ..... 347-2551

### VETERANS' SERVICES

2nd Chance Group Home LLC  
Females ..... 554-9950  
Males ..... 354-2098  
Catholic Charities Hawai'i Supportive Services  
for Veteran Families *(SSVF)* ..... 521-4357  
Cloudbreak Hawai'i, LLC Permanent Housing  
*(Service Enriched Affordable Housing for Veterans)*  
..... 682-1949  
Hawai'i Vet 2 Vet Inc. .... 457-7027  
HawaiianHope.org *(Inexpensive & Free Computers / Tech)*  
..... 352-8800  
IHS Veteran Support Program ..... 447-2916  
Network Enterprises, Inc. *(employment)* ..... 521-7774  
U.S.VETS *(outreach, housing, support)*  
..... 672-2977, 282-0554  
VA Health Care for the Homeless *(outreach, medical,  
& mental health services)* ..... 433-0357  
VA Call Center *(SATP, MH, & Medical Appointments)*  
..... 1-800-214-1306  
Veterans Suicide Hotline ..... 1-800-273-8255

Paid for by the taxpayers of the City & County of  
Honolulu and the Mayor's Office of Housing  
Revised August 2020

# 10 WAYS

## FOR THE COMMUNITY TO HELP PEOPLE EXPERIENCING HOMELESSNESS



To learn more about homelessness and solutions that work, please visit the Office of Housing website at [www.honolulu.gov/housing](http://www.honolulu.gov/housing). If you have questions or suggestions, please contact the Office of Housing ([OfficeofHousing@honolulu.gov](mailto:OfficeofHousing@honolulu.gov); 808.768.4675).

PRODUCED BY THE CITY AND COUNTY OF HONOLULU  
MAYOR'S OFFICE OF HOUSING

11/2017

- 1 See someone in need, call for help.**  
When you see someone or a group who needs help, contact the State-wide Homeless Help line at [gov.homelessness@hawaii.gov](mailto:gov.homelessness@hawaii.gov) or 808.586.0193. Please make a special effort to contact the help line if you see someone or a group at the same location on multiple days.
- 2 Give information.**  
When approached by someone asking for money, if you feel comfortable, consider smiling and declining politely, suggesting they contact Aloha United Way 2-1-1 for assistance (dial 211 or visit [www.auw211.org](http://www.auw211.org)).
- 3 Find and connect with a nonprofit who serves those experiencing homelessness in your community.**  
Learn and work together to help those in need. Not everything we think helps people really does! Visit [www.auw211.org](http://www.auw211.org) to locate service providers in your area.
- 4 Donate food.**  
If you would like to donate food to someone in need (including leftover food after a party or picnic), consider contacting a provider in your area or the Office of Housing ([OfficeofHousing@honolulu.gov](mailto:OfficeofHousing@honolulu.gov); 808.768.4675) to locate providers in your area.
- 5 Welcome a speaker on homelessness to engage with you and your community.**  
Invite a speaker on homelessness into your faith-based community, business, service organization, or social club. Providers and government agencies will gladly accommodate your request. Contact the Office of Housing ([OfficeofHousing@honolulu.gov](mailto:OfficeofHousing@honolulu.gov); 808.768.4675) for suggested resources.
- 6 Become more informed.**  
Visit the United States Interagency Council on Homelessness ([www.usich.gov](http://www.usich.gov)) and the National Alliance to End Homelessness ([www.endhomelessness.org](http://www.endhomelessness.org)) websites, and attend the annual Statewide Homelessness Conference held in November. Information on the conference and other resources is posted on the Partners in Care website at [www.partnersincareoahu.org](http://www.partnersincareoahu.org).
- 7 Become the welcoming community an individual or family facing homelessness needs.**  
Ask your faith-based community or favorite service organization to collaborate and align efforts to end homelessness in your community. Many homeless individuals and families are looking for communities and networks to become a part of as they move into their new homes. Consider working with a nonprofit to welcome an individual or family in need as they embark on their move!
- 8 Consider renting a unit to an individual or family seeking to move out of homelessness.**  
If you're a landlord consider utilizing your unit to support an individual or family seeking to move out of homelessness. Often the homeless family or individual is working with a nonprofit who offers support and assistance both to the tenant and the landlord. To be connected to a nonprofit and to discuss any questions you may have, contact the Office of Housing ([OfficeofHousing@honolulu.gov](mailto:OfficeofHousing@honolulu.gov); 808.768.4675).
- 9 Be an advocate.**  
Consider advocating on behalf of those experiencing homelessness and support affordable housing for all of our community members. For more information visit the Partners in Care Advocacy page at [www.partnersincareoahu.org/advocacy](http://www.partnersincareoahu.org/advocacy)
- 10 Treat everyone you meet with dignity and respect.**  
With a smile and hello, you make someone who may feel invisible, feel like they matter.



# NEED HOUSING?

PAID FOR BY THE TAXPAYERS OF THE CITY AND COUNTY OF HONOLULU 12/2017



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**Aloha United Way**

Dial 2-1-1 or visit [www.auw211.org](http://www.auw211.org)

**Office of Housing**

[OfficeofHousing@honolulu.gov](mailto:OfficeofHousing@honolulu.gov) or 808-768-4675

**State-Wide Homeless Help Line**

[gov.homelessness@hawaii.gov](mailto:gov.homelessness@hawaii.gov) or 808-586-0193

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# POST

April 20, 2020

## (Provisional Outdoor Screening and Triage Facility)

The objective of this facility is to provide additional screening, triage and overflow facilities to mitigate the spread of COVID-19 among the homeless population.

### What is POST?

This facility serves as a temporary resource for homeless persons who are:

- ◆ Unable to access shelters due to current capacity issues
- ◆ In need of a place to self-quarantine as a result of the statewide mandatory quarantine for incoming arrivals
- ◆ Unable to practice physical distancing and hygiene at their current unsheltered location

### Where is POST?

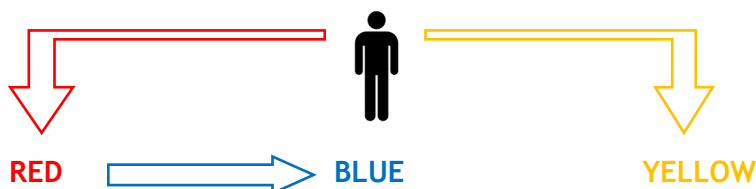
**Red** POST has been launched at Ke'ehi Lagoon Beach Park and provides meals, hygiene, and security.

### How is POST Organized ?

Homeless persons will be offered a **RED** or **YELLOW** POST Facility unit based on availability and the request of each individual, couple, or family. If no symptoms develop during the 15-day lock down in a **RED** POST, persons will be moved into the **BLUE** POST Facility and are eligible for shelter intake, housing, or other services.



POST shelter set up at Ke'ehi Lagoon Beach Park for O'ahu's homeless persons.



- |   |                                      |                                      |
|---|--------------------------------------|--------------------------------------|
| ◆ 5-day intake followed by 15-day lock down | ◆ Must go through <b>RED</b>         | ◆ Check-in screenings required       |
| ◆ Daily medical screenings                  | ◆ Bi-Weekly medical screenings       | ◆ Moderate Physical Distancing Rules |
| ◆ Strict Physical Distancing rules          | ◆ Moderate Physical Distancing rules | ◆ In and outs permitted              |
| ◆ No in and outs once lock down begins      | ◆ No In and Outs                     | ◆ Best for employed homeless persons |

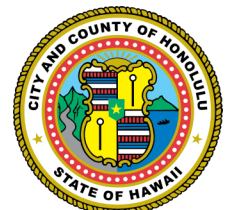
If homeless persons at POST become sick, they will be tested and transferred to the Ka'aahi Street Temporary Quarantine and Isolation Facility or another appropriate healthcare facility.

**POST is pet-friendly and available 24/7**

Please Call  
808.768.HONU (4668)



Special mahalo to the Honolulu Police Department for spearheading POST and to the State of Hawai'i for the use of 'Ohana Zone funds.



# POST

## Provisional Outdoor Screening and Triage Facility

**YELLOW**

The objective of this facility is to provide additional screening, triage and overflow facilities to mitigate the spread of COVID-19 among the homeless population.

July 8, 2020

### About POST

This facility serves as a temporary resource for homeless persons who are:



- \* Unable to access shelters and other services due to current capacity issues
- \* Unable to practice physical distancing and hygiene at their current unsheltered location

**This project is spearheaded by the Honolulu Police Department**

### Where is POST?

**Yellow** POST has been launched at Ke'ehi Lagoon Beach Park and provides meals, hygiene, and security. Other locations are under consideration.

### Key Points to Know:

- \* Individuals must be willing to accept shelter
  - Individuals will have up to 10 days to choose from a list of available shelters
  - Once a spot is available at the chosen shelter, the individual will be transported there
- \* Individuals must be able to get in and out of their tent and use the restroom independently
- \* Maximum of two service animals allowed per individual
- \* **Must NOT display any flu-like symptoms**



All individuals will be allowed to leave the **YELLOW** site for up to 4 hours a day during daylight

**Entry is through police or service provider referral**

**POST is Available 24/7**

**Transportation Available**

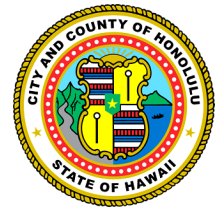
**Please Call: 808-768-HONU(4668)**



Provided by the City and County of Honolulu's Mayor's Office of Housing



# KA'AAHI



## The COVID-19 Temporary Quarantine & Isolation Center (TQIC)

April 23, 2020

The Hawai'i State Department of Health and the City and County of Honolulu partnered and established the TQIC in Iwilei for homeless individuals on O'ahu who are impacted by the coronavirus pandemic. This facility opened on April 1, 2020.

The center, located on City property, provides housing, food, and hygiene facilities for up to 52 homeless persons who are experiencing COVID-19 symptoms, are medically fragile, awaiting results, or test positive for the virus. The facility is staffed by doctors, registered nurses, medical assistants, and other healthcare professionals.

**Community Referrals  
can be made through  
CARES:  
808.832.3100**

**Medical Referrals can  
be made by calling  
808.683.5484**

### Glossary

- ◆ **DOH:** Department of Health
- ◆ **HHHRC:** Hawai'i Health and Harm Reduction Center
- ◆ **C&C:** City and County of Honolulu
- ◆ **IHS:** Institute for Human Services
- ◆ **H4:** Hawai'i Homeless Healthcare Hui
- ◆ **CARES:** Coordinated Access Resource Entry System
- ◆ **Local 5:** Local 5 Union

## KA'AAHI OPERATIONS

### Services Available 24/7

**DOH**  
(oversight of all  
entities)

**Medical Director  
(HHHRC)**  
(Oversees medical  
activities)

**C&C**  
(facility support)

**IHS**  
(case management  
and discharge  
planning)

**H4**  
(provides on-site  
medical care,  
support, and intake)

**CARES**  
(coordinates  
referrals)

**Local 5**  
(housekeeping and  
meal support)

*For more admission and  
referral information, visit:*

[health.hawaii.gov/bhhsurg/](https://health.hawaii.gov/bhhsurg/)

*"We have an opportunity to  
flatten the curve in Hawai'i...  
We are stepping up efforts to  
give homeless individuals  
the care and services they  
need to stay healthy, safely  
physically distance  
themselves, and receive  
medical attention if they do  
contract COVID-19 in an  
effort to slow the spread of  
the virus in our community."  
- Mayor Kirk Caldwell*

**This initiative is part of the State's 3-pronged approach  
to addressing the COVID-19 outbreak in Hawai'i**



The 26 unit facility at Ka'aahi Street is a partnership between the government, philanthropy, and nonprofit communities designed to help 'flatten the curve' in Hawai'i.

- ◆ **To Increase** testing for COVID-19, with a focus on individuals experiencing symptoms & those who work or are in vulnerable communities.
- ◆ **To Adopt** a strategic and proactive approach to quarantining, with a focus on kūpuna, homeless individuals, and other groups that may be vulnerable.
- ◆ **To Implement** strong government directives to self-isolate and practice physical distancing.





## Hawai'i Interagency Council on Homelessness Quarterly Report – 21 September 2020

### Status of COVID-19 Response System Implementation via the Five Strategies Outlined in “[Addressing Homelessness in Light of COVID-19](#)” (published in April 2020)

- Support expanded hygiene and sanitation resources
  - The City-funded ([Department of Community Services](#), DCS) Pūnāwai Rest Stop continues to be available 24/7
  - Unattached park comfort stations are open during normal hours with selected comfort stations open 24/7
  - Mobile hygiene facilities continue to serve gap areas and special needs
- Address resource needs of providers and city staff in a timely manner
  - Bi-weekly Homelessness Working Group, City-State-provider interagency leadership coordinating meetings: ensures communications, planning, and action around key areas of common concern
  - All efforts coordinated through the City [Department of Emergency Management](#)
- Provide quarantine/isolation facilities for those unable to self-quarantine
  - [The Ka'aahi Temporary Quarantine and Isolation Center \(TQIC\)](#), a City-HDOH (Hawai'i State Department of Health) partnership, has been fully operational since April and has served 194 homeless clients (as of 9/15)
  - Due to the outbreak at IHS Sumner, that facility was turned into a TQIC, going back into normal operations on 9/14
  - Additional hotel rooms have been leased to address ISOQ needs for residents of O'ahu regardless of housing status; assignment is based on medical acuity and is coordinated through Hawai'i CARES 24/7 at 832.3100; as of 9/15, 293 units total are leased with 133 units available and 113 units with 180 people occupied
  - The City contracted with a Waikiki hotel to add 130 of the 293 rooms available to HDOH for isolation/quarantine purposes
- Expand shelter capacity
  - [The Provisional Outdoor Screening and Triage Facility \(POST\)](#), operated by HPD, funded by both City and State resources, and opened in April, continues to serve unsheltered homeless persons at Ke'ehi Lagoon Beach Park; as of 9/11, POST has served 481 unsheltered homeless persons with 46% (219 persons) positive placement rate (positive placement = exit to other shelter, treatment, relocation to continent, family reunification, and permanent housing)
  - Recent average occupancy at POST has been around 70 persons with a maximum operational capacity of 150 units (each unit can accommodate up to three persons)
  - POST does not require a COVID-19 test for admittance but clients must agree to testing when it is offered; POST will receive COVID-19 positive clients who have a medical clearance
  - Transportation to POST (and shelters and treatment facilities) is available 24/7 coordinated through the POST line; in August 232 persons took advantage of this service; as of 9/14 transportation for COVID-19 positive clients also began coordinated through the Hawai'i CARES line (funded by DCS)
- Homelessness Prevention
  - Suspension of evictions due to inability to pay is in effect through September, although the CDC has recommended the moratorium continue through the end of the year
  - [City and County of Honolulu COVID-19 Household Hardship Relief Fund \(HHRF\)](#), managed by DCS, launched via AUW and the Council for Native Hawaiian Advancement
  - The majority of programs funded by ESG-CV1 were oriented toward homeless prevention programs; notice at <http://statelegals.staradvertiser.com/2020/05/13/0001279121-01/>

## Other New Projects and Programs

- Homeless Veterans Virtual Conference was held on September 9-10, 2020 with the theme, “Serving Never Stops: Assisting Homeless Veterans During the Pandemic”; sponsored by the Homeless Veterans Task Force, VA, and the Mayors Challenge; over 250 people participated with a schedule which included plenaries and 11 breakout sessions; conference presentations and videos are available at <http://www.honolulu.gov/housing/veterans/hvvc.html>
- An updated version of the Homeless Help Card was released; hard copy requests can be directed to [officeofhousing@honolulu.gov](mailto:officeofhousing@honolulu.gov) with [softcopy](#) available online for download (revised, August 2020)
- Several new affordable housing projects (targeting 50/60% AMI and below) were added to the city’s portfolio or started, including:
  - [754 McCully Street](#), 10 unit property acquired under the City [Department of Land Management](#) (DLM)
  - [West Loch Modular Housing Project](#) groundbreaking, 58 units, under DLM
  - Since 2016 the City has acquired, completed or is in development to add 1,328 housing units to the City’s affordable rental housing portfolio, **now totaling 2,508 units**, thereby doubling the number of City housing units

## Working Together throughout O’ahu

- Hurricane Douglas response: HOU and DCS, together with the Partners in Care, worked to coordinate outreach and evacuation of homeless persons with various City and State agencies; thank you to our many providers who went above and beyond in staffing evacuation shelters and special outreach efforts

## Measuring, Learning, and Sharing

- We released, [Housing in Honolulu: Analyzing the Prospect of Taxing Empty Homes](#) by the [UCLA, Luskin School of Public Affairs](#) (July 2020)
- [Rock Bottom](#) (by Pookela Intern Asher Uchiyama and VISTA Ryan Beckley), a three-part miniseries on homelessness was released in July
- From January 2020 until September 2020, there has been a 29% (81 fewer from 278 to 197) reduction in homeless veterans on the “by name list” and a 31% (32 fewer from 104 to 72) reduction in chronically homeless veterans on the “by name list”
- The City’s new [CARES Act funding dashboard](#) has gone live, available via [OneOahu.org: https://www.oneoahu.org/dashboard](https://www.oneoahu.org/dashboard)

## Mayor’s Office of Housing E-Newsletter

- Stay up to date on the latest news regarding housing and homelessness. Use the following link to subscribe for free: <http://eepurl.com/g9QoDb>

## Mark Your Calendars

- **The Annual Statewide Homeless Awareness Conference is going virtual this year: November 18-19 (Wednesday-Thursday), from 9:00 a.m. to 12:30 p.m.** The four counties and the state will be leading the event, working with Bridging the Gap and Partners in Care



# **2020 Statewide Homeless Veterans Virtual Conference**

## **Sessions, Speakers and Panelists**

**September 9<sup>th</sup> and 10<sup>th</sup>**  
**9:00 A.M. – 12:00 P.M.**

*The Mayors Challenge Team would like to acknowledge and thank all of the speakers and facilitators who have graciously given their time, knowledge, expertise, experience and services voluntarily for our very first Homeless Veteran's Virtual Conference. We hope that attendees enjoy the opportunity to learn new techniques and gain new skills to help in their efforts to help those most vulnerable in your communities.*

**Day**  
**1**

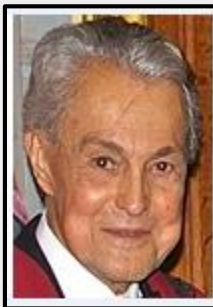
### **Aloha and Welcome 9:00 – 9:10 A.M**

**Day**  
**1**



**Kirk Caldwell**  
**Mayor, City and County of Honolulu**

*Born in Waipahu, Kirk Caldwell is the incumbent Mayor of Honolulu. Caldwell assumed the position on January 2, 2013. He previously held the position of Acting Mayor of Honolulu in 2010 following the resignation of Mayor Mufi Hannemann and held the office of mayor until a special election was held to determine a permanent successor. Previously, Mr. Caldwell represented the 24th Representative District in the Hawaii State House of Representatives of the Hawaii State Legislature from 2002 to 2008, serving as the House Majority Leader between 2007 and 2008. Mr. Caldwell is married and has one daughter. He holds degrees from Tufts University, Fletcher School of Law and Diplomacy and William S. Richardson School of Law.*



**John Henry Felix**  
**Executive Chairman, Hawaii Medical Assurance Association**

*John Henry Felix is the Executive Chairman of HMAA one of Hawaii's largest health insurers, and founding and current Chair of the Homeless Veterans Task Force. He has had a distinguished career in business, government, labor management relations, community service, diplomacy, and education spanning six decades. He served as the Chief of Staff for the first Governor of Hawaii. President Reagan appointed him US Representative to the South Pacific Commission. He has chaired more than a dozen State and County boards and commissions and served for 16 years on the Honolulu City Council. A Menlo College alumnus (49) he holds two Oxford M.A. degrees (Harris Manchester College). At Oxford, he is a Fellow, Vice President, and a member of Congregation and the Chancellor's Court, is a retired business faculty member, and is a Life Member of the Oxford Union. He is also an Eagle Scout and head of the Salk Institute for Biological Studies. He has written six books and numerous articles on governance and volunteer development.*

## **Opening Plenary and Q&A 9:10 – 9:40 A.M**

### **National Trends and the Impact of COVID-19**



**Adam Ruege, MSW, LISW-S**

**National Deputy Director of Clinical Operations, VA Homeless Programs**

*Adam Ruege, MSW, LISW-S is the Deputy Director of Clinical Operations in the VHA Homeless Program Office and is responsible for overseeing operational planning and operational improvement throughout VHA Homeless Programs. He has led a number of national initiatives for the Homeless Program Office over the past seven years, including the national homeless program hiring initiative, deployment of the comprehensive homeless programs performance measurement system, and leading a team to support redesign of the Greater Los Angeles VA Healthcare System's homeless services continuum, the largest in the VA system.*

## **"A1-A3" Sessions and Q&A 9:45 – 10:30 A.M**

### **[A1] Special Needs for Women and Gender Expansive Veterans**



**Mary Harlinger**

**Director, Veteran Affairs Pacific Islands Health Care System**

*Dr. Mary Harlinger is a clinical psychologist with the VA Pacific Islands Health Care System. She serves as the LGBT Veteran Care Coordinator and works as a part of the Health Promotion/Disease Prevention team.*

### **[A2] Suicide Prevention 2.0: From the Clinic to the Community**



**Justin Fienhold, LCSW, CSAC**

**Suicide Prevention Coordinator, VA Pacific Islands Health Care System**

*Justin Fienhold has been a social worker in the Mental Health field for approximately 20 years, working with adolescent and teen populations, families, soldiers, and Veterans addressing behavioral health and substance abuse concerns in residential and outpatient settings. Justin is currently the Suicide Prevention Coordinator for the VA PIHCS covering the Hawaiian Islands, Saipan and CNMI, Guam, and American Samoa. Justin resides in Kaneohe, HI, where he spends his time with his wife and 2 children.*

### **[A3] Being Data Driven: Evidence as Guidance**



**Michael Kleiber**  
**HMIS/CES Network Specialist, Partners in Care**

*Michael Kleiber just completed a year of service through VISTA with the CES team. He is currently working with both the CES and HMIS teams on data analysis and integrity.*



**Joshua Fuentes**  
**Data Specialist, Partners In Care**

*Joshua Fuentes is a data specialist with the Homeless Management Information System team for Oahu's Continuum of Care, Partners in Care. He works with local service providers on data quality improvement and oversees the HMIS Helpdesk.*



**Wallace Engberg**  
**Research & Planning Analyst, Partners In Care**

*Wallace Engberg is the Research & Planning Analyst at Partners In Care. They are an Iowa State, University of Glasgow, and AmeriCorps VISTA alum with a strong background in evidence based research. At Partners in Care, they have led the 2020 Point In Time Count of those experiencing homelessness on O'ahu and pushed for greater inclusion of Youth and LGBTQ+ persons in the Count. Their love of data and data visualization has led to in-depth analysis of PIT Count data to further understand how different sub-populations are affected by homelessness, as can be seen through PIC's PIT Count Sub-Reports.*

### **"A4-A6" Sessions and Q&A 10:45 – 11:25 A.M**

#### **[A4] Peer Specialist Panel: Staying in Housing and in Recovery**



**Thomas "Bo" Botelho**  
**Peer Support Specialist, Honolulu VA Homeless Team, HUD/VASH Program**

*Thomas "Bo" Botelho is a Certified Peer Support Specialist with the Honolulu VA Homeless Team under the HUD/VASH Program; working out of Kalaeloa and servicing all H/V Veterans west of Aiea to Makaha and from Ewa Beach to the North Shore. He is a 71 year old Navy / Vietnam Veteran and has experienced homelessness first hand—he is a proud and grateful graduate of the U.S. VETS/ Veterans in Progress Program at Kalaeloa (C/o 2005). Bo is an "addict - in- recovery" with close to 15 years of being clean and continuous service in the NA Fellowship on Oahu. He is a member of the American Legion in Hawaii (Post #17) and the Hawaii Department of the Veteran of Foreign Wars (Post #2875)— both of which he has proudly served under for many years now.*

*A4 Panelist List Continues on Next Page*





**Anthony Ernst, MBA**  
**Peer Support Specialist, VA Homeless Program**

*Anthony Ernst is a Peer Specialist with Department of Veteran Affairs in the HUDVASH program. He is retired from the U.S. Army as an Airborne Infantryman. He has been on several deployments to Iraq, Bosnia and Panama. He has a Bachelor's degree and Master degree in Business Management. He currently works at the VA supporting homeless Veterans at Cloudbreak Community's as a project based peer support specialist. He helps Veterans recovering from PTSD and substance abuse on-site at Barber's Point.*



**Brian Hanchett**  
**Peer Support Specialist, VA Homeless Program**

*For the last five years, Brian Hanchett has had the privilege to be employed with the Department of Veterans as a Peer Specialist. He feels that he has the best job in the world and is blessed to be able to give back to his community. After traveling the world with the world's greatest Navy and retiring after 20 years, he believes that the world is his community. He married the love of his life 19 years ago and they have two boys and now we are empty nesters. They are members of Trinity Missionary Baptist Church where Brian is a member of the Deacon board and along with his wife who teaches teen Sunday school. He also serves on the Agape ministry that feeds the homeless once a month at Next Step Shelter.*

*Brian has three life models—Jesus, his father Elvin Hanchett Sr., and Dr. Martin Luther King.*



**Pedro Ortiz**  
**Peer Support Specialist, VA Homeless Program**

*Pedro Ortiz served in the Army and Hawaii Army National Guard. He currently works for the VA Homeless Program as a Peer Support Specialist. He has a number of duties that are associated with helping homeless Veterans with employment, transportation, VA Benefits and other resources within the guidelines of the Homeless Program.*

## **[A5] Roadmap for Veterans Benefits**



**Eric Gaskin**  
**Coach of the Public Contact and Outreach team, Honolulu VA Regional Office**

*Eric Gaskin was appointed Coach of the Public Contact and Outreach team at the Honolulu VA Regional Office in October 2015. He oversees outreach services in Hawaii, Guam, American Samoa and the Commonwealth of the Northern Mariana Islands. He is the Coach of the Integrated Disability Evaluation System, designed to improve the disability evaluation process and facilitate transition for service members facing potential medical discharges. Eric began his career with the Department of Veteran Affairs in October 2006 as a Field Examiner in the Fiduciary Department. He served as a Coach in the Honolulu Regional Office Veterans Service Center. He is an U.S. Air Force Veteran and holds a Master of Arts Degree in Management from Wayland Baptist University, Plainview TX.*

*Day 1 Panelist List Continued on Next Page*

## **[A6] Criteria and Benchmarks for Ending Veteran Homelessness**



**Beverley Ebersold**

**Director of National Initiatives, U.S. Interagency Council on Homelessness**

*Bev has extensive experience building local partnerships to end homelessness, and has held leadership roles in supportive housing development and service design, delivery, and coordination. Her background includes capacity building and technical assistance with HUD grantees, strategic planning and restructuring of Continuums of Care, and convening stakeholders to promote the alignment of resources for persons experiencing homelessness, with an emphasis on developing permanent supportive housing. Bev holds an MSW from Wayne State University.*

### **Closing Plenary 11:30 – 11:55 A.M**

#### **Stand Strong Together**



**Admiral RJ "Zap" Zlatoper**

**Retired**

*Ronald Joseph Zlatoper is a retired United States Navy four star admiral who served as Commander in Chief, United States Pacific Fleet (CINCPACFLT) from 1994 to 1996, the world's largest naval command encompassing half the Earth's surface, and including more than 190 ships, 1,600 aircraft, and 200,000 personnel. He is a combat experienced naval aviator with over 4,000 flying hours and 1,000 aircraft carrier landings, having also served as the Chief of Naval Personnel, Battle Group Commander in Desert Storm and Desert Shield, and Program Coordinator for the F/A-18 jet aircraft on the Navy staff in Washington, D.C. After his distinguished military career, Admiral Zlatoper served as Co-Chairman of the Board and Chief Executive Officer of Sanchez Computer Associates, Inc., leading the growth of that company from a \$50 million market capitalization organization to a \$1 billion corporation. In October 2017, he completed his duties as the 24<sup>th</sup> Trustee of The Estate of James Campbell, a private trust with real estate assets valued in excess of \$2.5 billion. He is a founding member of the Homeless Veterans Task Force.*

**Day  
2**

## **Aloha and Welcome 9:00 – 9:10 A.M**

**Day  
2**



**Adam M. Robinson, Jr., MD, MBA, FACS, FASCRS, CPE  
Director, VA Pacific Islands Health Care System  
36th SG US NAVY VADM, MC, (USN-Retired)**

*Dr. Adam M. Robinson, Jr., was appointed Director of the VA Pacific Islands Health Care System effective August 15, 2020. Prior to his appointment, he served as the Director for the VA Maryland Health Care System.*

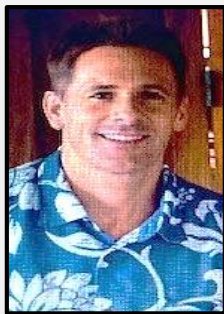
*He has over 30 years of experience as a senior leader in the United States Military Healthcare System, culminating in his selection as the 36th Surgeon General of the United States Navy. The Surgeon General is the Chief Executive Officer for Navy and Marine Corps health care systems and serves as the primary advisor on all health-related care issues and policies for the Secretary of the Navy, the Chief of Naval Operations and the Commandant of the Marine Corps.*

*He received his Doctorate of Medicine from Indiana University School of Medicine in Indianapolis, Indiana, and completed his Residency in General Surgery at the National Naval Medical Center and Fellowship in Colon-Rectal Surgery at the Carle Foundation Hospital and the University of Illinois School of Medicine in Urbana, Illinois. Dr. Robinson also has a Master of Business Administration from the University of South Florida in Tampa, Florida.*

*Dr. Robinson's personal decorations include the Distinguished Service Medal (three awards), Legion of Merit (two awards), Defense Meritorious Service Medal (two awards), Meritorious Service Medal (three awards), Navy Commendation Medal, Joint Service Achievement Medal, Navy Achievement Medal and various service and campaign awards.*

## **Opening Plenary and Q&A 9:10 – 9:40 A.M**

### **[B1] Self-care for staff during COVID-19**



**Brian Kelley  
Neuropsychologist, Homeless Patient Aligned Care Team (H-PACT) at the  
Pacific Islands VA**

*Dr. Kelley is a Neuropsychologist for the Homeless Patient Aligned Care Team (H-PACT) at the Pacific Islands VA. He also serves as Assessment Coordinator and Assessment Training Coordinator for the VA and its Psychology Internship and Residency Training Programs. After completing his internship at the Pacific Islands VA, he moved to Arizona to complete a 2-year fellowship in Neuropsychology at the Barrow Neurological Institute. Since 2012, he has resided back in Hawaii and enjoyed providing healthcare for homeless Veterans. During his time off, he likes to surf, play ukulele, and spend time with family and friends.*



**Danielle Eakins, PhD**  
**Psychology Resident, VA Pacific Islands Health Care System**

*Danielle Eakins received her doctorate in clinical psychology from the University of Washington. Dr. Eakins' research and clinical work has focused on collaborative, community-based partnerships with rural communities. She recently completed her internship and post-doctoral fellowship at the VA Pacific Islands Health Care System where she worked with the Homeless Patient Aligned Care Team to help Veterans access wrap around mental health, medical and case management services.*

## **"B2 –B3" Sessions and Q&A 9:45 – 10:30 A.M**

### **[B2] Outreach to Unsheltered Veterans: Engaging, Listening, and Persuading**



**Art Minor LCSW, CSAC**  
**Health Care for Homeless Veterans Social worker, VA Pacific Island Health Care System**

*Art has lived in Hawaii for 16 years and earned his Masters in Social Work from the University of Hawaii in 2010. He has been working with the Department of Veteran Affairs on Oahu as an outreach Social Worker with the Homeless program for nearly six years. Have been a Licensed Clinical Social Workers and Certified Substance Abuse Counselor in the state of Hawaii for seven years.*

*B2 Panelist List Continued on Next Page*



**Mark Gerum, LCSW, MPH**

**Outreach Social Worker, VA Health Care for Homeless Veterans Program**

*Mark has worked for the last three years in the VA's Health Care for Homeless Veterans (HCHV) Program as an Outreach Social Worker. Prior to that, Mark worked 4 years as a VA HUD-VASH Social Worker. He has also served as a Clinical Social Worker at Tripler Army Medical Center providing individual and group psychotherapy to OEF/OIF active duty service members and their dependents. He was born in Honolulu and was raised in Waialua and Haleiwa.*



**Macy Sevaaetasi**

**Outreach Coordinator, U.S.VETS**

*Macy Sevaaetasi has been with U.S.VETS for over 7 years. She started out as an outreach case manager, and after 1 and a half years, she transitioned into Outreach Coordinator. While she never took the opportunity to serve in the Armed forces, Macy has been surrounded by Veterans all her life: her father served in the Marine Corp, her grandfather served in the Army (Korean War Veteran), and her husband is an Army Veteran. Macy always knew she wanted to help others, and found her niche working at U.S.VETS helping the most vulnerable and at-risk Veterans in the community.*



**Steve Kahana`oi, BSP**

**Outreach Supervisor, Kalihi-Pālama Health Center**

*Steve Kahana`oi is a Veteran of the United States' Marine Corps. He has a Bachelor of Science in Psychology and has 15 years of service with non-profit organizations. He has been with the Kalihi-Pālama Health Center outreach team for 3 years. He is the proud son of a Hawaiian father and Portuguese mother.*

*Day 2 Panelist List Continued on Next Page*



## **[B3] Connection, Purpose, and Perseverance**



**David G. Brown, Psy.D.**

**Director, Indo-China Area Behavioral Health, Defense Health Agency  
Behavioral Health Consultant, U.S. Indo Pacific Command (INDOPACOM)**

*Dr. Brown is the DoD lead for Behavioral Health in the Indo-China area. He previously served as the U.S. Army's Director of Psychological Health for the Pacific region with approximately 750 Behavioral Health staff serving more than 470,000 beneficiaries throughout Indo-Asia Pacific. He is also the INDOPACOM Behavioral Health Consultant. Dr. Brown came to the Pacific from the Office of the Secretary of Defense (OSD) where he was the lead Clinical Psychologist and subject matter expert for suicide prevention. He functioned as the Director of the Defense Suicide Prevention Oversight Council, responsible for the creation of the Defense Suicide Prevention Office and responding to all Congressional and Senate Armed Services Committee testimonies on suicide.*

*Prior to joining OSD, Dr. Brown served at Defense Centers of Excellence for Psychological Health & Traumatic Brain Injury as the DoD Subject Matter Expert for Recovery Care Support. He supported the Secretary of Defense and Secretary of the Veteran Affairs to jointly develop and implement processes, procedures, and standards for the transition of recovering service members. He also consulted with all 16 elements of the Intelligence Community on their respective redeployment and reintegration needs in addition to supplementing the speeches of the President of the United States, the First Lady, numerous Secretaries, Senators, Congressmen, Flag, and General Officers when speaking on psychological health.*

*Dr. Brown is a recipient of the Office of Secretary of Defense Medal for Exceptional Civilian Service, the highest level career medaled award, and is a member of the Order of Military Medical Merit. He is a Harvard Kennedy School—Alumni and an Asia-Pacific Center for Security Studies—Fellow.*



**Sequoia Carr-Brown**

**Founder, StRaNgE FrUiT XPrEsS (SFXP)**

*Sequoia Carr-Brown is an international performance artist and founder of a collaborative, creative arts, and education company, StRaNgE FrUiT XPrEsS. She is the proud daughter of John L. Carr, a United States Air Force Vietnam veteran. Her educational modules and performances explore hidden figures and social systems in American history. Her award winning company strives to empower communities with engaging educational, mixed media performances, and workshops. She has dedicated more than thirty years working with active duty, veterans, and their families. From 1996-99, she created an Association of Fine Arts group for the US Army Garrison Commander in Baumholder Germany and was credited and awarded for directly reducing early return of dependents as well as improving numerous wellbeing indicators. In 2019, SFXP was the lead for all entertainment at the Hawaii Veterans Summit.*

*Sequoia has been a guest lecturer and performer in France, Germany, Japan, and Korea and has been featured in the Honolulu International Film Festival. In addition to working with numerous Broadway performers, her mixed abilities students were winners of the Hawaii Stars People with Extraordinary Abilities Contest. She is a recipient of a prestigious 2020 MAP Fund and is currently in production to present an art installation with seven other talented artists for the Shangri La Museum of Islamic Art, Culture & Design's "8x8" exhibition.*

## **“B4-B6” Sessions and Q&A 10:45 – 11:25 A.M**

### **[B4] Veterans Health Administration Services For Military Sexual Trauma (MST)**



**Desiree C. Cabinte, Ph.D.**  
**MST Coordinator, Pacific Islands Health Care System**

*Desiree C. Cabinte, Ph.D. is a Staff Psychologist and the Military Sexual Trauma Coordinator for the Pacific Islands Health Care System. Dr. Cabinte completed her doctoral training at University of Wisconsin, Madison in Counseling Psychology with a clinical internship and post-doctoral residency at the VA Pacific Islands Health Care System. Her clinical interests include treatment of PTSD and depression, working with survivors of sexual trauma, women veterans, combat veterans and underrepresented and underserved groups.*

### **[B5] Managing to Success: Coordinated Entry, Case Conferencing, and the BFZ Approach**



**Lindsey Kaumeheiwa, LSW**  
**Coordinated Entry Specialist, VA Homeless Veterans Program**

*Lindsey Kaumeheiwa is a Coordinated Entry Specialist/LSW with the Homeless Program at The VA. As a CES Specialist, Lindsey represents the VA in leading efforts to end Veteran homelessness within the community, alongside the Continuum of Care. Lindsey has experience working with diverse populations such as those who are homeless, those with Substance Use Disorders, and those with Serious and persistent mental illness.*



**Morgan Esarey**  
**Coordinated Entry System (CES) Lead, Partners In Care**

*Morgan is currently employed with Partners In Care administering the Coordinated Entry System (CES), a federal mandate designed to connect the most vulnerable homeless clients with the scarce resources available within the local Continuum of Care, Partners In Care. Morgan serves in this capacity alongside Tani Fujimoto-Kim, Michael Kleiber, Brynn Miranda, and Darrell Edelhoff. Morgan previously worked at Aloha United Way and PHOCUSED where she specialized in administering the Coordinated Entry System for families and other sub-populations.*

*Prior to moving to Hawaii, Morgan served as an AmeriCorps VISTA Member at the College of Charleston located in Charleston, South Carolina. There she worked closely with the local Continuum of Care, Lowcountry Homeless Coalition, assisting with the Point In Time Count and creating Charleston's first ever Youth Count.*

*Morgan holds a Bachelor of Science in Business Economics and Human Resources from the University of South Carolina and is passionate about systems change and fighting poverty, specifically related to housing and homelessness.*



**Nate French**  
**Portfolio Lead, Community Solutions**

*As a Portfolio Lead for Community Solutions, Nate works directly with communities to build and improve systems to end homelessness. He manages Built for Zero's Breakthrough Collaboratives portfolio, where he works intensively with local partners to push towards the goal of ending Veteran and chronic homelessness using data-driven interventions. Nate comes to Community Solutions from the grassroots work in Los Angeles to build a coordinated entry system. Through his first-hand experience he believes that our greatest hope in solving our most pressing complex social problems is through empowering local communities to create unique solutions and take collective action.*

## **[B6] Ending Veteran Homelessness in Washington D.C.: Lessons Learned from a Sister City**



**Kally Canfield**  
**Systems Transformation Advisor, Community Solutions**

*Kally is the Systems Transformation Advisor (AKA Transformer) for Charlotte, NC and Washington, DC. Kally helps manage the project plans developed by the teams in both large cities, providing support to build and improve their systems in order to reach the goal of ending Veteran homelessness. She has a BA in Sociology with a minor in Social Work and is currently pursuing her MBA with a nonprofit management concentration, expecting to graduate in the spring of 2020. Kally has been working in social services since 2001 and has held a variety of direct service positions, including PSH case management. Kally has nearly 10 years of experience in leadership roles, most recently coming from a Division Director position of a SSVF program in Washington DC. She grew this nationally recognized program through her strong leadership skills and grew it from being a team of 1 to most recently a team of 28, making it the largest SSVF program in the DC metro region. She is very involved in community leadership groups working to end homelessness and has served as the co-chair for the DC-ICH Veterans NOW! workgroup.*



**Lindsay Curtin, LSW**  
**Policy Advisor, DC's Interagency Council on Homelessness.**

*Lindsay Curtin currently serves as a Policy Advisor for DC's Interagency Council on Homelessness. In this role Lindsay solicits community feedback through work group meetings, helps develop policies for the veteran and singles adult homeless services system, and supports the work laid out by DC's strategic plan, Homeward DC. Before her time at DC ICH, Lindsay served as the Director of Outreach at Miriam's Kitchen. In this role, she managed a street outreach team that worked to engage, provide services to, and house individuals experiencing homelessness in the District. Immediately prior to this role, Lindsay worked as a street outreach worker and case manager directly serving individuals experiencing homelessness in DC. Lindsay received her Master's in Social Work from the Catholic University of America and is a Licensed Social Worker.*



## **Closing Plenary 11:30 – 11:55 A.M**

### **Becoming Built for Zero: The Future of our Work**



**Nate French**  
**Portfolio Lead, Community Solutions**

*As a Portfolio Lead for Community Solutions, Nate works directly with communities to build and improve systems to end homelessness. He manages Built for Zero's Breakthrough Collaboratives portfolio, where he works intensively with local partners to push towards the goal of ending Veteran and chronic homelessness using data-driven interventions. Nate comes to Community Solutions from the grassroots work in Los Angeles to build a coordinated entry system. Through his first-hand experience he believes that our greatest hope in solving our most pressing complex social problems is through empowering local communities to create unique solutions and take collective action.*

## **Mahalo 11:55 A.M. – 12:00 P.M.**



**Andy Taylor, LCSW**  
**Health Care for Homeless Veterans (HCHV), VA Pacific Island Health Care System**

*Andy has been the Health Care for Homeless Veterans (HCHV) Coordinator at VA Pacific Islands for the last three years and is co-chair of the Honolulu Mayors Challenge to End Veteran Homelessness. Andy's previous experience includes serving as a HUD-VASH Social Worker and Clinical Social Worker with an Embedded Behavioral Health Team at Schofield Barracks. He is a graduate of Baylor University and has been practicing social work in Hawaii for 12 years.*



**Marc Alexander**  
**Executive Director, City and County of Honolulu Mayor's Office of Housing**

*Marc Alexander was born in Sagami, Japan, and raised in Hawaii. Appointed by Mayor Caldwell in 2017, he is the Executive Director of the Office of Housing for the City and County of Honolulu and co-chair of the Honolulu Mayors Challenge to End Veteran Homelessness. Prior to this appointment, he served at the Hawaii Community Foundation, the Institute for Human Services, the first Hawaii State Governor's Coordinator on Homelessness, and in administrative and pastoral positions in the Roman Catholic Church in the State of Hawaii.*

*He holds a doctorate in theology from the Gregorian University in Rome, and has published and spoken in the fields of public policy, bioethics, and theology.*

# **2020 Statewide Homeless Awareness Virtual Conference Sessions, Speakers and Panelists**

**November 18<sup>th</sup> and 19<sup>th</sup> 2020  
9:00 A.M. – 12:30 P.M.**

*The Homeless Awareness Committee would like to acknowledge and thank all of the speakers and facilitators who have graciously given their time, knowledge, expertise, experience and services voluntarily for our very first Homeless Awareness Virtual Conference. We hope that attendees enjoy the opportunity to learn new techniques and gain new skills to help in their efforts to help those most vulnerable in your communities.*

**Day  
1**

## **Aloha and Welcome 9:00 A.M. – 9:10 A.M**

**Day  
1**



**Governor David Ige**  
**Governor of the State of Hawaii**

*Governor Ige is focused on improving the lives of Hawai'i's people and making the islands a place future generations choose to call home. He is increasing affordable housing, reducing homelessness, moving toward the state's 100% renewable energy goal, and remodeling public education to prepare students for the innovation economy of the 21st century. Under his leadership, the state has aggressively moved to ensure financial sustainability and enable future growth.*

## **Opening Plenary and Q&A 9:10 A.M. – 10:00 A.M.**

### **New Leaf Project: Direct Giving to Homeless Persons**



**Claire Elizabeth Williams**  
**Co-Founder and CEO, Foundations for Social Change, Vancouver Canada**

*Claire is Co-Founder and CEO of Foundations for Social Change, and organization that works with people living on the margins to develop measurable solutions that are scientifically based and informed by lived experience. Founded in 2015, then Environmental Consultant Claire Elizabeth Williams was compelled to pursue work that would make a real difference in her community.*



**Dr. Jiaying Zhao**  
**Principal Investigator, University of British Columbia**

*Dr. Jiaying Zhao is the Canada Research Chair and Associate Professor in the Department of Psychology and the Institute for Resources, Environment and Sustainability at the University of British Columbia. Dr. Zhao uses psychological principles to design behavioral solutions to address financial and environmental sustainability challenges.*

## **“A” Breakout Sessions and Q&A 10:00 A.M. – 11:00 A.M.**

### **[A1] City Acquisition and Housing Projects: Increasing Housing for those Most in Need**

**Panel Description:** *The Department of Land Management, under the Caldwell Administration, was tasked to prioritize acquisition of land and properties to increase the availability of affordable rental housing units for low income, homeless or those at risk of homelessness. Director Pfund will discuss the strategies employed to meet this mandate including selection of properties, development considerations and pursuit of innovative housing models to achieve the doubling of available rental housing units in five years.*



**Sandra Pfund**  
**Director, City & County of Honolulu Department of Land Management**

*Sandra S. Pfund is the Director of the city’s Department of Land Management (DLM). DLM is responsible for protecting, developing, and managing city real property interests except those under the jurisdiction of the Department of Parks and Recreation. Ms. Pfund has over 30 years of experience in project management with a focus on government housing development. She has worked as the Land Development Administrator for the Department of Hawaiian Home Lands, Chief Executive Officer for the Aloha Tower Development Corporation, Interim Director and Development Director for the Hawaii Community Development Authority and Development Manager at the Hawaii Housing Finance and Development Corporation.*

## **[A2] Landlord-Tenant Mediation: Preventing Eviction & Homelessness**

**Panel Description:** *Mediation is a conflict prevention and resolution process that supports client self-determination and empowerment. Mediation can be part of a diversion strategy to prevent people from being evicted or becoming houseless. Walk away with a better understanding of what mediation is, what types of housing issues can be potentially resolved, and what landlord-tenant mediation programs are currently available to support coronavirus recovery.*



**Katie Ranney**  
**Mediation Center of the Pacific**

*Katie Ranney is the Special Programs Coordinator for The Mediation Center of the Pacific. She is responsible for conducting outreach and training as well as program creation and management. The programs she focuses on are Dispute Resolution in Housing, including landlord-tenant and neighbor disputes, Kupuna Pono, family conferences and mediation around elder issues, and more recently the Online Mediation Program, which encompasses both text-only and video conference formats for remote mediation. She is a peace-builder, conflict resolver, and facilitator, and has been working professionally in these areas for the last 13 years. She is President-Elect for the Conflict Resolution Alliance, a Hawaii-based non-profit dedicating to supporting conflict resolvers and community builders, after having volunteered on the Board for several years. Katie also acts as a community facilitator for Ceeds of Peace and digital administrator for the ACCORD3.0 Network. As an independent facilitator and communication consultant, Katie has worked mostly with nonprofits and government agencies to create substantial plans to strengthen and advance their endeavors. She graduated summa cum laude from Santa Clara University and earned her Master's in Communication from UH Manoa, with a certification in conflict resolution. She is interested in the development and practice of empathy as well as how digital communication helps groups connect and organize, and hopes to apply it to her work at home in Hawaii.*



**Eric Paul**  
**Executive Director, West Hawaii Mediation Center**

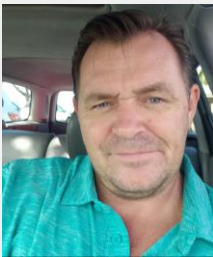
*Eric Paul is the Executive Director of West Hawaii Mediation Center. He holds a Masters in Divinity from Vanderbilt Divinity School where he studied nonviolent movements for social change. He is currently completing a Graduate Certificate in Conflict Transformation from Eastern Mennonite University. Eric also serves as the Coordinator for Justice and Compassion for the Church of the Nazarene in Hawaii, and believes that conflict, when engaged in healthy ways, provides opportunities for individuals and communities to grow together.*



**Julie Mitchell**  
**Kuihahi Mediation Center**

*Julie Mitchell has been the Executive Director of Ku'ikahi Mediation Center in East Hawai'i since 2012. The non-profit community mediation center offers mediation, facilitation, and training to strengthen the ability of diverse individuals and groups to resolve interpersonal conflicts and community issues. Born and raised in Los Angeles, Ms. Mitchell graduated magna cum laude with a B.A. in Sociology and minor in Philosophy from the University of California, Irvine. After moving to East Hawai'i in 1998, she worked as Education Coordinator of Volcano Art Center and General Manager of Friends of Hawai'i Volcanoes National Park. Ms. Mitchell holds a Certificate in Professional Development for Not-for-Profit Management from Hawai'i Community College and is a graduate of The Hawai'i Island Leadership Series—Ulumau, The Leadership Works Experience, and The Weinberg Fellows Program.*

### **[A3] Accessing Treatment for the Mentally Ill: Helping Someone Rediscover Their Humanity**



**Justin Phillips**  
**Institute for Human Services (IHS)**

*Justin Phillips holds a BA in Psychology, but he attributes his skills and competencies with mental health outreach to his 11 years of experience with IHS, first as a Guest Services Assistant, followed by 10 years in the field as an outreach specialist.. He has a huge heart for assisting persons disabled by mental illness and has honed his expertise through direct street outreach, often accompanied by a nurse or psychiatrist.. While Justin leads the Outreach Program and trains new outreach workers in an array of outreach interventions, he specializes in out-of-the-box solutions for motivating persons to make needed changes in their lives. His latest responsibilities at IHS include a focus on the outreach component of petitioning for Assisted Community Treatment, including motivational enhancement and initiating psychiatric treatment.*



**Vinnesha Bertola**  
**Institute for Human Services (IHS)**

*Vinnesha Bertola earned a BA in Criminal Justice and a MA in Marriage and Family Counseling. She started her career in human services at IHS ten years ago at the front door of IHS Sumner Men's Shelter as a Guest Relations Specialist. About a year in, she and Justin Phillips, her co-presenter today were selected to launch a street homeless outreach team and co-led the effort for about 8 years. Most recently, she transitioned into leading IHS's clinical case management teams as a Qualified Mental Health Professional. She is driven by the desire to deliver impactful case management services that lead to healing in a person's journey toward ending homelessness. Her foundational values include an interdisciplinary team approach and tailored solutions for carefully assessed needs.*



## **[A4] Keiki Connections (Youth Homelessness, 17yo and under)**



**Barbara DeBaryshe**  
**University of Hawaii Center on the Family**

*Barbara DeBaryshe is the Interim Director of the University of Hawaii Center on the Family. Her applied research and community collaborations focus on the well-being of Hawaii's young children and their families.*



**Larae Balag**  
**Early Head Start and Hale Hi'ipoi programs at Maui Family Support Services**

*Larae Balag is the Director of the Early Head Start and Hale Hi'ipoi programs at Maui Family Support Services. A veteran in the early childhood field for about 20 years on Maui and Hawaii Island, she has two active sons, Cruz (age 11) and Caysen (age 3).*



**Kasey Galariada**  
**Partners in Development Foundation's Ka Pa'alana Homeless Family Education Program**

*Kasey Galariada has been serving families at Partners in Development Foundation's Ka Pa'alana Homeless Family Education Program for 11 years, currently as its Community Outreach Manager. Born and raised on the Leeward Coast of Oahu, she has two children - a son, Kamakana and a daughter, Kekuli'a.*



**Sara Alimoot**  
**Department of Education (DOE)**

*Sara Alimoot is a Community Homeless Concerns Liaison with the Hawaii Department of Education. Through the Education of Homeless Children and Youth Program Office, Sara and her fellow liaisons work to promote education stability and minimize barriers related to unstable housing.*

## **[A5] Motivational Interviewing**



**Adrian Contreras**  
**United Healthcare**

*Adrian Contreras is a Social Worker with over 15 years of experience in homeless services, behavioral health and recovery supports. Mr. Contreras has successfully implemented programs supporting national housing best practices and has conducted numerous community trainings within the community regarding housing, suicide intervention and other Evidence Based Practices. He has a Master's Degree in Social Work from the University of Hawaii-at Manoa and is currently the Recovery and Resiliency Manager at United Healthcare Community Plan where he oversees the Community Housing Support Unit, Peer Support Services and is responsible for community trainings for the health plan.*



**Robbyn Takeuchi**  
**United Healthcare**

*Robbyn Takeuchi is a Licensed Clinical Social Worker with over 20 years of experience in direct social work practice, healthcare administration and operations in both public and private sectors of health care and social service delivery in the State of Hawaii. Ms. Takeuchi is currently the Behavioral Health Director with United Health Care Community Plan and has experience in planning, program development and implementation, managed care and implementation and training on Evidence Based Practices.*

## **[A6] E Mālama Ola—Protect, Preserve, & Care For Life**



**Kumu Ramsay Taum**  
**Life Enhancement Institute (LEI) of the Pacific**

*Kumu Ramsay Taum is a recognized cultural resource, sought after keynote speaker, lecturer, trainer and facilitator. Mentored and trained by respected kūpuna (elders), he is a practitioner and instructor of several Native Hawaiian practices: Ho'oponopono (stress release and mediation), lomi haha (body alignment) and Kaihewalu Lua (Hawaiian combat/battle art). Kumu graduated from The Kamehameha Schools, attended the United States Air Force Academy at Colorado Springs, and earned a B.S. degree in Public Administration from the University of Southern California.*

## [A7] Connection, Purpose, and Perseverance



**David G. Brown, Psy.D.**

**Director, Indo-China Area Behavioral Health, Defense Health Agency  
Behavioral Health Consultant, U.S. Indo Pacific Command (INDOPACOM)**

*Dr. Brown is the DoD lead for Behavioral Health in the Indo-China area. He previously served as the U.S. Army's Director of Psychological Health for the Pacific region with approximately 750 Behavioral Health staff serving more than 470,000 beneficiaries throughout Indo-Asia Pacific. He is also the INDOPACOM Behavioral Health Consultant. Dr. Brown came to the Pacific from the Office of the Secretary of Defense (OSD) where he was the lead Clinical Psychologist and subject matter expert for suicide prevention. He functioned as the Director of the Defense Suicide Prevention Oversight Council, responsible for the creation of the Defense Suicide Prevention Office and responding to all Congressional and Senate Armed Services Committee testimonies on suicide.*



**Sequoia Carr-Brown**

**Founder, StRaNgE FrUiT XPrEsS (SFXP)**

*Sequoia Carr-Brown is an international performance artist and founder of a collaborative, creative arts, and education company, StRaNgE FrUiT XPrEsS. She is the proud daughter of John L. Carr, a United States Air Force Vietnam veteran. Her educational modules and performances explore hidden figures and social systems in American history. Her award winning company strives to empower communities with engaging educational, mixed media performances, and workshops. She has dedicated more than thirty years working with active duty, veterans, and their families. From 1996-99, she created an Association of Fine Arts group for the US Army Garrison Commander in Baumholder Germany and was credited and awarded for directly reducing early return of dependents as well as improving numerous wellbeing indicators. In 2019, SFXP was the lead for all entertainment at the Hawaii Veterans Summit.*

## [A8] A National Perspective: Lessons Learned from the Field in Addressing COVID-19 and Homelessness



**Katy Miller**

**Regional Coordinator, US Interagency Council on Homelessness**

*Katy Miller is on the National Initiatives Team at the United States Interagency Council on Homelessness (USICH). She works across the Western U.S. with states and communities to implement best practice solutions to prevent and end homelessness. She works with local leaders to bridge efforts happening on the ground to the policy work that is taking place in Washington D.C. through the Council's 19 federal member agencies. Katy is based in Seattle, Washington and has worked to design and implement innovative solutions to homelessness for more than two decades.*





**Dr. Martha Montgomery**  
**Centers of Disease Control and Prevention (CDC)**

*Martha is a physician with the Centers for Disease Control Prevention in the Division of Viral Hepatitis where she normally assists health departments in responding to hepatitis A outbreaks. Since April 2020, she has been participating in CDC's COVID-19 emergency response by working on COVID-19 issues affecting people experiencing homelessness.*

## **"B" Breakout Sessions and Q&A 11:00 A.M. – 12:00 P.M.**

### **[B1] Hawaii Affordable Housing**



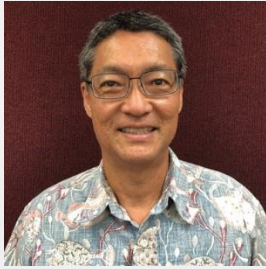
**Adam Roversi**  
**Kauai County Housing Agency**

*Adam Roversi has served as the Kaua'i Country Housing Director since September of 2019. Prior to heading the Housing Agency, Adam was a Deputy County Attorney handling general civil litigation on behalf of the County. In life before becoming an attorney, Adam worked as a residential building contractor on the north shore of Kaua'i.*



**Linda Munsell**  
**Department of Housing and Human Concerns, County of Maui**

*Linda Munsell is the Deputy Director of the County of Maui Department of Housing and Human Concerns. She served in the County's Housing Division for nearly a decade, most recently as the Assistant Housing Administrator working with developers of both workforce and affordable housing projects. She has a background in industrial management and accounting.*



**Duane Hosaka**  
**Hawaii County Housing**

*Duane T. Hosaka is a graduate of Aiea High School and received a Bachelor of Education degree from the University of Hawai'i at Manoa. He moved to the Big Island in 1985 and was Operations Manager for Liberty House. He joined the County of Hawai'i in 1997 with the Department of Parks and Recreation, before transferring to Civil Defense in 2006, serving in various supervisory and administrative positions. Mr. Hosaka now looks forward to bringing his years of administrative and supervisory experience to the staff and projects at the Office of Housing and Community Development.*

## **[B2] Beyond Housing Navigation: Building Out Robust Case Management and Getting it Funded**

**Panel Description:** *Homeless Shelters often focus exclusively on the short term goal of housing. However, chronically homeless persons require much more than a path into housing alone.*

*The capacity to conduct Clinical assessments when guests enter a shelter can help case managers create an in-depth service plan that not only speeds a person into housing, but sets him/her up for future success sustaining that housing. Good assessments also help case managers prioritize referral to an array of resources and long term case management (CCS, AMHD) that can follow them into housing.*



**Kali French**  
**Institute for Human Services (IHS)**

*Kali K. French is the Director of Clinical Administration at IHS, The Institute for Human Services. Kali joined IHS in 2016 and administratively restructured the clinical department to credential the organization with MedQuest and insurance carriers. Kali has over 13 years of experience in the behavior health field with 8 years in leadership. Kali received his Master's Degree in Psychology from University of Phoenix. Kali's clinical experience includes working with individuals experiencing homelessness, severe and persistent mental illness, and co-occurring substance use disorders.*

### **[B3] Housing First for Youth: Safe, Affordable and Appropriate Housing Model Based on the Needs and Abilities of Developing Adolescents**



**Carla Houser**  
**Residential Youth Services and Empowerment**

*Carla Houser serves as the Executive Director for Residential Youth Services and Empowerment (RYSE), a street outreach and housing program for transition aged youth experiencing homelessness. She is passionate about her work around the health and wellness of at risk youth and has contributed to the social work literature on youth homelessness with publications appearing in the peer-reviewed journals Child and Family Social Work and Children and Youth Services Review. Carla has also served as the Program Manager for the Waikiki Health-Youth Outreach program. She oversaw the Teen Clinic, and the community health, employment and education programs.*



**Jacqueline Montero**  
**Residential Youth Services and Empowerment**

*Jacqueline Montero serves as the Behavioral Health Program Manager for Residential Youth Services and Empowerment (RYSE), a shelter and outreach program serving young adults ages 18-24 years old, whom many have co-occurring disorders. Jacqueline has helped to create the behavioral health program that RYSE now has which consists of onsite counseling, crisis counseling, treatment referrals, 1157 referrals and care coordination in conjunction with other mental health professionals. Jacqueline is passionate about providing services for clients with co-occurring disorders and making connections for clients to be eligible for permanent housing which allows clients an opportunity to return to stable housing and never experience homelessness again while receiving wrap-a-round support services. Jacqueline believes these services will “change the tide” and allow young adults with mental illness to have an opportunity to live healthy and fulfilling lives, while giving them a pathway to heal childhood trauma.*



**Aliya Hainsworth**  
**Residential Youth Services and Empowerment**

*Aliya Hainsworth serves as a Youth Development Specialist for Residential Youth Services and Empowerment, where disenfranchised transition aged youth are able to have a shelter that fulfills their needs in multiple aspects of their lives. Aliya is passionate about ensuring homelessness is ended in Oahu through housing first practices and supporting clients into their transition into being housed. Prior to her time at RYSE, Aliya worked with minority youth aged 7-13 by providing counseling services and group therapy to help them cope with the systemic oppression they were facing in Washington, D.C. Aliya also worked at a women’s clinic and coordinated financial assistance for those that could not afford the health care they deserved. Within both of these positions Aliya was able to support disenfranchised populations and work with community agencies to guarantee their needs were met.*

## **[B4]** How to Engage Your Community through Social Media

**Panel Description:** Are you looking to build your agency's social media presence? This workshop will introduce the basics to help you establish or scale up your Facebook and Instagram engagement with your community. We'll share tips for writing compelling posts, show you how to use tools that let anybody design professional-looking graphics, and teach you how to save time through scheduling. Although it is not required, the organizers recommend signing up for a free account at [canva.com](https://canva.com) before this workshop.



**Kristen Alice**  
**Hope Services Hawaii**

*Kristen Alice is the Director of Community Relations at HOPE Services Hawai'i. Before joining HOPE, Kristen spent five years in South Korea, where she lectured at Gwangju Institute of Science and Technology, and reported on human rights issues for a national public radio affiliate. Kristen continues to facilitate workshops, and most recently co-hosted "Write Your Reps!" a workshop to increase civic engagement with the ACLU of Hawai'i. She holds a Master's Degree in Communication Studies from San Francisco State University.*



**Kaikea Blakemore**  
**Neighborhood Place of Puna**

*"Kaikea K. Blakemore serves as a Development Specialist for Neighborhood Place of Puna, a child abuse and neglect prevention agency and housing service provider. She employs online tools with a background in psychology to uplift community awareness and engagement. For over a decade Kaikea has supported activism in diverse social and environmental justice projects. Her ultimate goals are to address cultural and historical trauma in Hawai'i, and to help end homelessness and precarity in our communities."*

## **[B5]** Rock Bottom: Docu-Series on Homelessness and the Stigma of Mental Health

**Panel Description:** Rock bottom represents a community-wide view of homelessness. Ending homelessness is not a simple answer. Each person has different stories, and it is important that everyone be heard and understood.



**Ryan Beckley**  
**City and County of Honolulu Mayor's Office of Housing**

*Ryan Beckley is passionate about uplifting the individuals of our communities to create a thriving society for the future. Ryan aims to champion the voices of the collective by communicating the needs of our most vulnerable. Ryan feels that media & technology assists the development of our nation's ideals. His love for humanity colors his personality & he aims to bridge the gap where those who feel the inequities of unbalanced hierarchies can be adequately supported for their talents & hard work.*



**Asher Uchiyama**

**City and County of Honolulu Mayor's Office of Housing**

*Asher Uchiyama is the 2020 Po'okela Fellows Intern for the City and County of Honolulu Mayor's Office of Housing. He was born and raised in Japan before moving to Honolulu 10 years ago. As a child, he was raised by a single mother in a working-class household, living in affordable housing in Tokyo. Seeing his mother working very hard to make the bills every month in a busy city, she always reminded him, "if a person has shelter and foods to eat every day, that is a luxury anyone could ask for." Having seen friends struggle through tough experiences, resulting in a life on the streets, I knew that one day I wanted to do something for the people I cared about and they deserve to be understood.*

## **[B6] Statewide Data Dive**



**Maude Cumming**

**Maui Family Life Center**

*Maude Cumming currently serves as the Executive Director of Family Life Center, on the islands of Maui and Kauai. Maude is passionate in her goal of ending homelessness as evidenced by the over twenty years of service in the field. She is especially excited about "data" and the ways in which it can inform both current and future strategies to end homelessness. Maude previously served as the Chairperson for the Maui Homeless Alliance and for Bridging the Gap*



**Lori Tshako LSW, ACSW;**

**Director, County of Maui, Department of Housing and Human Concerns**

*Lori Tshako has been a professional social worker for more than 35 years, and is serving her second tenure as Director of the Department of Housing and Human Concerns. She has worked in the fields of criminal justice, substance abuse, child welfare, education, and spent five years as the Administrator of the State's Homeless Programs Office prior to returning home to Maui. in 2016 She is a proud member of the Maui Homeless Alliance.*





**Laura Thielen**  
**Executive Director, Partners In Care (PIC)**

*Laura E. Thielen is the current Executive Director of Partner In Care here on Oahu. As the ED, Laura oversees the administration of the Homeless Management Information System as well as Coordinated Entry and the HUD Application for annual funding to the Continuum of Care on Oahu along with Aloha United Way. Laura was involved in the Continuum of Care going back to 1997 when she was an Outreach Worker, Case Manager and Housing Coordinator with Kalihi-Palama Health Center, Health Care for the Homeless Project. At HCHP, Laura was shown how housing IS health care and that still rings true today. Her commitment to this concept is strong and as the ED of PIC, Laura hopes to support all of the providers on Oahu who are doing amazing work providing services and housing to our neighbors*



**Wallace Engberg**  
**Research & Planning Analyst, Partners In Care (PIC)**

*Wallace Engberg is the Research & Planning Analyst at Partners In Care. They are an Iowa State, University of Glasgow, and AmeriCorps VISTA alum with a strong background in evidence based research. At Partners in Care, they have led the 2020 Point In Time Count of those experiencing homelessness on O'ahu and pushed for greater inclusion of Youth and LGBTQ+ persons in the Count. Their love of data and data visualization has led to in-depth analysis of PIT Count data to further understand how different sub-populations are affected by homelessness, as can be seen through PIC's PIT Count Sub-Reports.*

## **[B7] Outreach**

**Panel Description:** *Our presentation will cover Malama Pono Health Services' programs that are delivered in outreach for the houseless community. Furthermore, we will discuss the services that are both available and lacking for the houseless on Kauai. Lastly, Ramon will cover his personal experience delivering tobacco cessation services to houseless populations at the 5 safe zones designated by Kauai county.*



**Art Minor**  
**Veteran Affairs**

*Art has lived in Hawaii for 16 years and earned his Masters in Social Work from the University of Hawaii in 2010. He has been working with the Department of Veteran Affairs on Oahu as an outreach Social Worker with the Homeless program for nearly six years. Have been a Licensed Clinical Social Workers and Certified Substance Abuse Counselor in the state of Hawaii for seven years.*



**Castro Masaniai**  
**Institute for Human Services (IHS)**

*Started working with IHS in 2014 as Guest Service Assistant at the Men's Shelter. Transferred to the Outreach Department in 2016 where I am now the Outreach Program Manager.*



**Charles Roessler**  
**Associate Director, Malama Pono Health Services**

*Charles Roessler is an Associate Director and Grant Writer at Malama Pono Health Services. Charles is a Kauai native and has worked in the non-profit sector for 5 years as a Program Manager, Grant Writer, and Case Manager. He received a Master's Degree in Social Work from Hunter College in New York City with a focus on administration and mental health. Charles' enthusiasm for the nonprofit sector arose out of an undergraduate course that worked in partnership with Dignity Village, a city-sanctioned village for houseless individuals in Portland, Oregon.*



**Ramon Meraz**  
**Tobacco Cessation Manager, Malama Pono Health Services**

*Ramon Meraz is from Chihuahua Mexico and transplanted to Kauai via Oahu after growing up in California. Originally a hospitality worker for many years, went back to school hoping to get involved in planning for a better future. During his time at Sonoma State University, he felt in love with the concept of Healthy Communities in urban planning. After a year stint at the Honolulu Mayor's Office of Housing with AmeriCorps in 2019, Ramon was recruited to work as Tobacco Health Education Manager for Malama Pono Health Services. He really enjoys doing outreach all over the Island and is currently taking classes on Motivational Interviewing to improve his impact with program participants.*

## **[B8] Thriving Together During COVID-19: 'Ohana Nui Approach to Equitable Futures**

**Panel Description:** *The COVID-19 pandemic dramatically changed the ways state and county governments need to function to safely respond to the residents they serve and to maintain access to government services. The Hawai'i Department of Human Services rapidly pivoted its business processes to ensure the dire immediate needs of the residents in Hawai'i continue to be met in a timely manner. The presenters will share data and insights on the different programmatic changes and impacts of COVID-19 on major public benefit programs such as SNAP, TANF/TAONF, Medicaid, and vocational rehabilitation. Additionally, the presentation will include the continuing efforts that DHS is making to meet the increased caseloads and future demands brought on by the pandemic.*



**Cathy Betts**  
**Department of Human Services (DHS)**

*Cathy Betts is the Director for the Hawaii State Department of Human Services. Prior to her appointment in September 2020, she served as Deputy Director for three years. Cathy has worked in the fields of advocacy for women, family law, violence prevention, Title IX, labor protections for workers, economic justice, and prevention of gender-based violence. She served as the Executive Director of the Hawaii State Commission on the Status of Women from 2011-2017 and was appointed Deputy Director in October 2017.*



**Brian Donohoe**  
**Department of Human Services (DHS)**

*Brian has worked in human services since 2008, having worked in Alaska for the Division of Public Assistance as Quality Assessment Program Officer. Subsequently, Brian consulted 12 states and counties in business process redesign strategies. In 2019, Brian accepted the BESSD Administrator position vacated by Director Bhanot.*



**Meredith Nichols**  
**Department of Human Services (DHS)**

*Meredith Nichols began her role of Assistant Administrator/Deputy Medicaid Director for the State of Hawai'i's Med-Quest Division in 2017. Through this position, Meredith helps administer medical assistance programs that provide a variety of medical, dental and behavioral health benefits for eligible individuals and families in Hawai'i.*



**Maureen Bates**  
**Administrator, Division of Vocational Rehabilitation (DVR)**

*Maureen has been engaged in human services in Hawaii since 1999, having worked in both the private and public sectors, joining the Division of Vocational Rehabilitation in January 2018 as Administrator. In this position, Maureen is dedicated to strengthening workforce parity for Hawaii's residents with disabilities.*

## **Closing Plenary 12:00 P.M. – 12:30 P.M.**

### ***A Message from the Neighbor Island Mayors***



**Michael Victorino**  
**Mayor of Maui**

*Michael Victorino served for two years on the Hawaii State Board of Education, five years on the Board of Water Supply, and ten years as a Maui County Council Member. He has a deep understanding of the issues concerning Maui County Government. He believes strongly in a balanced approach to protecting the Aina of Maui County and continued Planned Growth.*



**Harry Kim**  
**Mayor of Hawaii**

*Harry Kim was educated at Southern Oregon State University, graduating with a Bachelor of Science, Education & Sociology and a Master of Science and Economics degrees. He was a medic in the U.S. Army and later a public high school and also a college teacher. He began working for the County of Hawai'i as the Law Enforcement Assistance Agency Director, Civil Defense Administrator and a two-term Mayor.*



**Derek S.K. Kawakami**  
**Mayor of Hawaii**

*Derek S.K. Kawakami is a 3rd generation Kauai resident, who has a passion for serving the people of Kauai. As a devoted spouse and father, Kawakami understands the importance of family, honoring our past, and building the future for our community.*



**Kirk Caldwell**  
**Mayor, City and County of Honolulu**

*Born in Waipahu, Kirk Caldwell is the incumbent Mayor of Honolulu. Caldwell assumed the position on January 2, 2013. He previously held the position of Acting Mayor of Honolulu in 2010 following the resignation of Mayor Mufi Hannemann and held the office of mayor until a special election was held to determine a permanent successor. Previously, Mr. Caldwell represented the 24th Representative District in the Hawaii State House of Representatives of the Hawaii State Legislature from 2002 to 2008, serving as the House Majority Leader between 2007 and 2008. Mr. Caldwell is married and has one daughter. He holds degrees from Tufts University, Fletcher School of Law and Diplomacy and William S. Richardson School of Law.*

**Opening Plenary and Q&A 9:10 A.M. – 10:00 A.M.**

**After the Election: Impacts on Assisting Those Experiencing Homelessness**

**Panel Description:** *Nan Roman, President and CEO of the National Alliance to End Homelessness, is a leading national voice on the issue of homelessness. The Alliance is a national nonprofit, nonpartisan organization whose sole mission is preventing and ending homelessness. Under Ms. Roman's direction, the Alliance seeks to achieve its mission through research, federal policy, and capacity building. It works with thousands of partner organizations and agencies across the nation.*



**Nan Roman**  
**President and CEO, National Alliance to End Homelessness**

*Nan Roman is President and CEO of the National Alliance to End Homelessness, a public education, advocacy, and capacity-building organization in the United States. She is a leading national voice on the issue of homelessness. Under her guidance, the Alliance has successfully identified and promoted innovative strategies for ending homelessness that have been adopted by communities across the country.*

*Ms. Roman works closely with members of Congress and the Administration, as well as with officials and advocates at the state and local levels. She collaborates with Alliance partners to educate the public about homelessness and its solutions. She has researched and written on the issue of homelessness, regularly speaks at events around the country and internationally, and frequently serves as an expert on the issue for the media.*

*Her unique perspective on homelessness and its solutions comes from extensive local and national experience in the areas of housing, poverty and community-based organizations.*



## **“C” Breakout Sessions and Q&A 10:00 A.M. – 11:00 A.M**

### **[C1] Special Needs Housing**

**Panel Description:** *The Department of Community Services will share information about its Special Needs Housing program, which consists of 63 properties across O`ahu, which provide affordable housing and/or facilities for special needs populations.*



**Pamela Witty-Oakland**  
**City & County of Honolulu Department of Community Services**

*Pamela A. Witty-Oakland is director of the City and County of Honolulu’s Department of Community Services. The department administers \$114 million of federal, state and county appropriations, which provides housing and community development, senior and homeless supportive care and workforce development to Oahu’s at-risk populations. Ms. Witty-Oakland previously served as Vice President Asset Management of St. Francis Healthcare System, led the Franciscan vision for development of a senior rental community financed with low-income housing tax credits, and administered an outpatient surgery center.*



**Rebecca Soon**  
**City & County of Honolulu Department of Community Services**

*Rebecca Justine 'Iolani Soon serves as Deputy Director of the Department of Community Services for the City & County of Honolulu. The Department serves O’ahu’s vulnerable communities to achieve a better quality of living. Some of the programs include management of Section 8 rental housing vouchers, rental assistance for formerly homeless households, the City’s affordable housing fund and special needs housing portfolio, workforce development, kūpuna care and services, loan funds for low-income households, numerous facilities to assist our homeless community, and the City’s grants-in-aid. Rebecca’s professional background has been focused on strengthening local communities for many years, and her passion is in community building. A graduate of Kamehameha Schools Kapālama, Babson College, and the UH William S. Richardson School of Law, Rebecca sits on several community-focused boards.*

## **[C2] Domestic Violence**

**Panel Description:** We will be presenting how our Domestic Violence Services have changed over the years. How trauma informed practices are used to help clients through their journey to safety, healing and creating a life where they can become resilient and successful. We will discuss PACT's programs from shelters to Domestic Violence Intervention on Oahu and in Maui County.



**Darlene Pires**  
**Shelter Manager, Parents and Children Together**

*Darlene currently co-manages PACT's three domestic violence shelters. She has fourteen years of domestic violence experience, seven of which were in direct services. Darlene served as a Member-At-Large on the Partners In Care (PIC) Executive Board for the three years. She is currently Board Vice President of the Hawaii State Coalition Against Domestic Violence (HSCADV).*



**Margo Sneed**  
**Parents and Children Together**

*As the Maui Program Director for Parents And Children Together(PACT), Margot Sneed, MA oversees a dynamic team at the Family Peace Center (FPC) who offer Domestic Violence Intervention Programs, serving adult survivors, offenders and children exposed to domestic violence both in-community and at Maui Community Correctional Center. FPC staff also advocate in court for individuals who are in need of a Restraining Orders. She also oversees Family Strengthening Programs to address Child Abuse, Lanai Integrated Support Systems and the program contract through Susannah Wesley to work with victims of Sex Trafficking. Margot has been with PACT for 10 years.*



**Shyla Haven**  
**Parents and Children Together**

*Shyla Haven is the Shelter Therapist for the Lehua transitional program at Parents And Children Together where she provides individual counseling, and facilitates support groups for the shelter as well as the transitional house. She currently has a Masters in Social Work with a focus on mental health from the University of Hawaii at Manoa. Shyla has worked with survivors of domestic violence for nearly 10 years, and has also provided case management services to youth who have been sex trafficked in Hawaii and abroad.*



**Edward Hayden**  
**Parents and Children Together**

*Edward Hayden is the Program Director for the PACT Family Peace Center on Oahu. He has been working in the field of Domestic Violence intervention for the past eight years. He began as a counselor working with DV offenders and later became the supervisor of the offender program and then Program Director.*

### **[C3] A Closer Look – Supporting LGBTQ/SGM Homelessness**

**Panel Description:** *This session will provide a closer look into the status of health and data for LGBTQ & SGM individuals in Hawaii. This session will highlight a snapshot of the island of Kauai. Presenters will also provide tips and tricks to best support and serve the LGBTQ & SGM community. We will highlight barriers to accessing services and solutions to overcome them. Will you be an Ally?*



**Wallace Engberg**  
**Research & Planning Analyst, Partners In Care**

*Wallace Engberg is the Research & Planning Analyst at Partners In Care. They are an Iowa State, University of Glasgow, and AmeriCorps VISTA alum with a strong background in evidence based research. At Partners in Care, they have led the 2020 Point In Time Count of those experiencing homelessness on O’ahu and pushed for greater inclusion of Youth and LGBTQ+ persons in the Count. Their love of data and data visualization has led to in-depth analysis of PIT Count data to further understand how different sub-populations are affected by homelessness, as can be seen through PIC’s PIT Count Sub-Reports.*



**Bianka Tasaka**  
**Kauai Malama Pono**

*Bianka Tasaka, Native Hawaiian Mahu Wahine Transgender Lead M.A / Prevention Supervisor and TTS counselor at Malama Pono Health Services of Kauai. Offering HIV, Hepatitis, STI, Transgender & Woman wellness, Outreach and Smoking Cessation services. Dedicated over 18 years in Preventive Health Care on Kauai. Co-Chair of Ka Aha Mahu Native Mahu Leaders of Hawaii Striving for Social Justice and change for Mahu Wahine/Kane, Aikane, Transgender and Non-Binary community of Hawaii. Native Hawaiian and Pacific Islander CAP and Transgender CAP member with NMAC - National Minority AIDS Counsel and USCHA 2018/2020.*



**Thaddeus Pham**  
**Department of Health**

*Thaddeus Pham (he/him) is currently Viral Hepatitis Prevention Coordinator for the Hawaii State Department of Health in the Harm Reduction Services Branch. He is also co-Founder and co-Director of the Hep Free Hawaii Coalition, a community-based program focused on increasing awareness and access to hepatitis services in Hawaii ([www.hepfreehawaii.org](http://www.hepfreehawaii.org)). In 2018, he was recognized by the National Minority Quality Forum as a 40 Under 40 Leader in Minority Health. Health. He is a current Bloomberg Fellow at Johns Hopkins School of Public Health. He approaches public health from a social justice perspective and seeks to leverage community partnerships and systems-level policy changes to address health disparities, regardless of disease state.*



**Kunane Dreier**  
**Hawaii Health & Harm Reduction Center (H3RC)**

*LGBT&T Program & Capacity Building Manager, Kunane Dreier is a leader within the LGBTQI Community providing ongoing cultural humility trainings to service providers. His newest project includes HHHRC's Guide on the Side project working with LGBT&T youth experiencing houselessness. He is experienced as a RESPECT, counseling, Outreach, Testing & Linkage, and rapid testing trainer. Kunane served as the Director of HIV Prevention Services at Life Foundation since 2006, and has experience working with prevention intervention strategies, PrEP navigation, linkage to care, and prevention for positives. He has completed the Institute for HIV Prevention Leadership Program, and serves a member of the Hawai'i Community Planning Group. Kunane is a recipient of the Pacific Business News 2019 Business of Pride award. Kunane continues to develop and foster various trainings at HHHRC to build the capacity of service providers to better serve and support our most vulnerable populations.*

## **[C4] Houselessness and Criminal Justice**



**Dan Mistak**  
**Community Oriented Correctional Health Services**

*Daniel Mistak returned to COCHS as the Director of Healthcare Initiatives for Justice-Involved Populations after a two-year leave with the Legal Aid Society of Hawai'i where he provided support to map Hawai'i County's behavioral health safety net and its interface with the criminal justice system. While there, he was a trial attorney and worked with justice-involved individuals regarding the collateral consequences of their justice involvement.*



**Jacquie Esser**

**Deputy Public Defender, Office of the Public Defender**

*Jacquie Esser is a mother and career public defender. She is a criminal justice reform advocate who is committed to investing in communities, addressing the root causes of crime, building intergenerational stability, and making our communities safer and more just.*



**Deja Ostrowski**

**Hawaii Health & Harm Reduction Center (H3RC)**

*Deja Ostrowski is a Staff Attorney with the Medical-Legal Partnership Hawai'i ("MLP"). Ms. Ostrowski's practice with MLP addresses the complicated social determinants of health that impact well-being. Through legal clinics, legal advocacy and representation, and trainings for patients and community health center staff, she works with people experiencing housing insecurity, exiting incarceration, and living with physical and mental disabilities to address the legal and systemic barriers. Prior to her work with MLP, Ms. Ostrowski worked as a policy advocate at the Office of Hawaiian Affairs focusing specifically on legislative changes and data analysis in health and housing to positively impact Native Hawaiians.*



**Justin Kollar**

**Hawaii Health & Harm Reduction Center (H3RC)**

*In 2006, Justin moved to Honolulu to work as a law clerk for the Honorable Judge Daniel R. Foley, of Hawaii's Intermediate Court of Appeals. While clerking for Judge Foley, Justin passed the Hawaii Bar exam in 2007. Shortly thereafter, Justin began working as a Deputy Prosecuting Attorney on Kauai, under then Prosecutor Craig A. De Costa. In 2009, Justin left the Prosecutor's Office for the Kauai Office of the County Attorney, working for three-plus years as a Deputy County Attorney under County Attorney Alfred B. Castillo, Jr. In this role, Justin worked extensively with the Kauai Police Department, assisting with litigation in both State and Federal Court, contract review, and personnel issues. In 2012, Justin was elected Prosecuting Attorney for the County of Kauai. He was re-elected in 2016. He manages a staff of 43 attorneys, clerks, victim/witness staff, and investigators.*

## **[C5] Call Them to Health! Engage Their Intuitive Intelligence**

**Panel Description:** *This session will help you to use your trauma-informed knowledge in a culturally responsive way to engage your client's intuitive intelligence. Learn the benefits of using Mele to explore identity to heal the spirit. Gain useful tools that help clients to regulate their emotions and realign their intuitive selves with health and wellness.*





**Anna Mayes, MAEd**  
**Author and Trauma Healing Coach**

*Anna M. Mayes, MAEd author of 'Saved by Zero: A Transformational Trauma Narrative' has turned the phenomena of her early childhood trauma into an opportunity to help others in situations of recovery, homelessness, domestic violence, and incarceration. As an Education Practitioner, she has advised on criminal justice reform and offender rehabilitation. Mayes has also served as a member of a Governor's advisory group for the restoration of the Native Hawaiian wellness system called Pu'uhonua. Currently, she is coaching residents and staff using a cultural trauma-healing informed social health approach at Hale Mauiola Navigation Center.*

## **[C6] Landlord Liaison**



**Gracie Suaglar**  
**Partners in Care Landlord Engagement Program**

*Graduated from University of Hawaii with BSW. In 2010 was asked by HPD Kalihi district to do a joint volunteer outreach project to assist and support our houseless community members by assisting them with obtaining supportive documents and offering alternative shelter solutions, which was not an easy task. As a child, I would love to build and rebuild anything in the house and outside in the yard and I thought why can't I support community members with rebuilding life? I made it my mission to learn about the "Housing First Theory" and practiced this theory on a daily basis as a service provider. When I am not housing clients or supporting fellow colleagues, I love spending time with my kids, going fishing and watching football. I truly believe through collaboration and community togetherness we can put an end to homelessness.*

## **[C7] Coordinating Services to Address Homelessness on State Lands**

**Panel Description:** *The complexity of homelessness requires partnerships and alignment with a variety of stakeholders, including multiple State departments, service providers, and community members. Panelists will share case studies of coordination in action, and will utilize these real life examples of addressing the needs of homeless individuals encountered on State land to highlight gaps in services, illustrate how State agencies and providers have come together to address these gaps, and will highlight opportunities for new partnerships. The panelists represent different areas of State government and the nonprofit provider sector, and have addressed coordination both at a policy and on a practical level in the field. The conversation will also touch on the increasing need for coordination in a post-COVID world.*



**Scott Morishige**  
**Governor's Coordinator on Homelessness**

*Scott Morishige currently serves as the Governor's Coordinator on Homelessness, and is the point person for all the homeless issues in the state. Scott works closely with Governor David Ige and his cabinet to provide for broad policy direction and coordination for Hawaii's many stakeholders addressing the issue of homelessness. Scott was previously the executive director of PHOCUSED, a nonprofit and advocacy organization for health and human services. Additionally, Scott has previously served for a number of local non-profit organizations, such as Alu Like, Inc., The Salvation Army, Helping Hands Hawaii, Hawaii Community Foundation and the Legal Aid Society of Hawaii.*



**Jun Yang**  
**Department of Transportation**

*Jun Yang is the Homeless Coordinator for the Hawaii Department of Transportation. Jun formerly had the privilege of serving as the Executive Director for the Mayor's Office of Housing at the City & County of Honolulu where he was responsible for developing citywide affordable housing policies, as well as establishing citywide homeless policies for the administration. He previously worked as a community organizer in both Honolulu and Los Angeles, focusing on affordable housing policy and development in high cost communities. He holds a Bachelor's degree from the University of California, Berkeley and serves as an active member of the Board of Directors for the Hawaii HomeOwnership Center.*



**Pua Aiu**  
**Department of Land and Natural Resources**

*Pua Aiu is the Special Projects & Cultural Resources Manager for the Hawaii Department of Land & Natural Resources. She has worked for the State of Hawaii for over 12 years, and previously served as a Vice President for Communications Pacific, a Policy Analyst for the Office of Hawaiian Affairs, and as a researcher for Papa Ola Lokahi. Pua developed the native Hawaiian health data book and previously represented Hawaii on the President's initiative for Asians and Pacific islanders. She holds a doctorate in communications for the University of Massachusetts, Amherst and a Master's degree in Communications from the University of California, Santa Barbara.*



**Heather Lusk**  
**Hawaii Health & Harm Reduction Center (H3RC)**

*Heather Lusk, MSW, is the Executive Director of the Hawaii Health and Harm Reduction Center, which is the outcome of a merger between The Life Foundation and the Community Health Outreach Work (CHOW) Project. She is the Co-Director and Founder of Hep Free Hawai'i, a coalition of over 90 agencies in Hawaii working together to eliminate hepatitis in the islands. Heather has over twenty-five years of experience dedicated to reducing health disparities and stigma as it relates to HIV, viral hepatitis and other chronic conditions linked to substance use.*

## **[C8] Collaborating During COVID-19: Lessons Learned from Multi-Stakeholder Efforts (Part 1)**

**Panel Description:** *As our community continues to cope with the expanding economic and public health effects from the pandemic, many find it more difficult to hold on to a safe and affordable place to call home. Many of the problems we must address demand the cooperation and collaboration among various players. From nonprofit service providers, community members, the private sector, local governments and philanthropy, we need “all hands on deck” and cannot afford to allow business as usual to drive conversations and approaches. Service providers have the experience, know-how, and direct connection with the community to shape these solutions, and government agencies and funders have the resources needed to implement and scale them. Building effective collaborations may not be easy, but we feel they are the most effective strategy to solve our community’s current and future challenges. Join this two-part panel discussion for a deep dive into recent examples of effective collaboration in our communities. In Part I, we’ll explore how existing relationships created the foundation to respond quickly to deploy resources and services to those in need.*



**Xan Avendaño**  
**Harry and Jeanette Weinberg Foundation**

*Xan Avendaño is the Program Associate in the Hawai'i Office of the Harry and Jeanette Weinberg Foundation, where he supports in developing and implementing the foundation's grantmaking. Xan strives to connect, support, and lift community-grounded approaches to poverty alleviation within the Foundation's areas of housing, health, education, and jobs. Xan has previously served as the Committee Clerk for the Hawaii State Senate Committee on Human Services and Housing, where he brought together diverse stakeholders to develop policies in support of keiki, kupuna, housing, and overall community well-being.*



**Brandee Menino**  
**Hope Services Hawaii and Bridging the Gap**

*Brandee Menino is the Chief Executive of Hope Services Hawaii, a faith-based organization working to end homelessness on Hawaii Island. Hope Services provides a continuum of services including homeless outreach, street medicine, representative payee, rent and mortgage assistance, and operates ten shelter facilities with over 200 shelter beds and provides home-based supports to an additional 225 households throughout the island.*



**Sharon Hirota**  
**Hawaii County**

*Sharon L. Hirota, is an Executive Assistant to Mayor Harry Kim. Prior to joining the Administration, Sharon worked at the Office of Housing and Community Development. She managed the Existing Housing Division, which is responsible for the management of federal, state, county and private grants that primarily benefit low- and moderate-income persons.*



**Melody Lopez**  
**Program Administrator, Catholic Charities Kaua'i Community Office**

*Melody Lopez was born and raised in Kapahi and continues to call Kaua'i home. Melody graduated from Hawaii Pacific University with a BSW and University of Hawaii Manoa with an MSW. She is a Licensed Social Worker, committed to and passionate about addressing our community's ongoing needs, and considers it a privilege to work with children and families for over 15 years. Currently, Melody is the Program Administrator for Catholic Charities Hawaii's Kaua'i Community Office, Vice Chair for the Kaua'i Community Alliance (KCA), Secretary for Bridging The Gap (BTG), Secretary for Kaua'i Volunteer Organizations Active in Disaster (VOAD), and a recent graduate of the Leadership Kaua'i class of 2020.*



**M Priti "Maya" Tayal**  
**Community Programs Director, Hale Opio Kauai Inc.**

*Priti Tayal EdM, MA is the Community Programs director at Hale Opio Kauai. She moved to Kauai 4 years ago from Philadelphia where she worked as a college professor of Psychology and Criminal Justice, mental health therapist and director of various programs that serviced the community and foster youth. She has over 20 years of experience in the mental health and community service.*



**Ashton Varner**  
**Homeless Coordinator, Kaua'i County**

*Ashton Varner serves as the homeless coordinator for the Kaua'i County Housing Agency. She spent two years in Fairbanks, Alaska with the AmeriCorps VISTA program. Her first year, she conducting a community assessment survey for the public library. Her second year, she established the VISTA program at its new location at the City of Fairbanks by serving as the Team Leader. Ashton has a passion for connecting people to resources so that everyone can work smarter, not harder.*

## **"D" Breakout Sessions and Q&A 11:00 A.M. – 12:00 P.M.**

### **[D1] Finding Opportunities in Crisis**



**Dr. Victoria Fan**  
**University of Hawaii**

*Victoria Fan is an associate professor at the University of Hawai'i at Mānoa and nonresident fellow at the Center for Global Development. Her work in health economics and health systems is concerned with allocating financial and human resources to improve health and to reduce financial risks from seeking health care. She has published more than 50 articles including in journals such as The Lancet, Health Affairs, BMJ, Social Science and Medicine, and Health Services Research. She has been given advice to multilateral institutions (e.g. WHO, World Bank), national governments (e.g. India, China, Thailand, Myanmar, Taiwan), and nongovernmental organizations (e.g. the Global Fund). She is passionate about mentoring students and teaching health economics, policy, and data science for health.*





**Dr. Amy Curtis**  
**Department of Health**

*Dr Amy Curtis is the Administrator for the Adult Mental Health Division (AMHD) in the State of Hawaii, Department of Health (DOH), Behavioral Health Administration. She received her Ph.D. and M.P.H. from the University of Michigan in Epidemiologic Science. Previously, she served as both an epidemic intelligence officer and senior epidemiologist at the Centers for Disease Control and Prevention as well as an epidemiologist for DOH. She has also served as a professor of Interdisciplinary Health Sciences for Western Michigan University and while there co-founded and was Director of the Health Data Research Analysis and Mapping (HDSReAM) Center. Her research interests include social and behavioral epidemiology and the use of geographic information systems (GIS) in targeting public health interventions using large databases. She has authored and co-authored 48 peer reviewed journal articles on a number of topics, including behavioral health, birth outcomes, infectious disease epidemiology, social determinants of health, hypertension, public health surveillance, healthcare-associated infections, geographic variations in diabetes-related rates and resources and timeliness of well child visits for foster care youth.*



**Joshua Holmes**  
**Department of Health**

*Joshua Holmes is the epidemiologist for the Behavioral Health Administration, Hawai'i State Department of Health. Since early this year, he has been assisting in the Behavioral Health and Homelessness Statewide Unified Response Group (BHHSURG) to ensure the continuity of essential behavioral health and homelessness services and the availability of robust data for public health planning. More recently, he has been helping individuals, particularly vulnerable populations such as those experiencing homelessness, safely isolate and quarantine on Oahu.*



**Edward Mersereau, LCSW, CSAC**  
**Deputy DDepartment of Health**

*Edward Mesereau, LCSW, CSAC was appointed as Deputy Director for the Behavioral Health Administration at the State of Hawaii Department of Health by Governor David Ige in December 2018. Mersereau previously served as Chief of the Alcohol and Drug Abuse Division from 2015-2018 and was the Executive Director and owner of Action with Aloha LLC from 2007-2015. The Deputy Director of Behavioral Health assist the Director of Health in the management and administration of behavioral health programs and services and provides leadership as the state mental health and substance abuse authority. The deputy oversees four divisions: Adult Mental Health, Child and Adolescent Mental Health, Alcohol and Substance Abuse, and Developmental Disabilities. Mersereau is a Licensed Clinical Social Worker and Hawaii State Certified Substance Abuse Counselor with more than 25 years of experience in counseling and clinical social work practice. He is a graduate of the University Of Hawaii School Of Social Work where he also received his Master of Social Work.*

## **[D2] Wellness and Self Care – A COVID Update**

**Panel Description:** Join us for a self-interactive, dynamic discussion of wellness, self-care, and balance. We will come away with a deeper understanding of the importance of focusing on our self first, then the obligation or task we are facing, and finally on the influence and impact on our community at large. You will come away with a few tips and tricks to implement wellness into your day to day, especially in the midst of COVID and additional daily challenges!



**Heather Pierulki**  
**Change Works Hawaii**

*Heather is a natural born connector who has, for the last eight years, created positive impacts within the realms of Hawaii's mental health, substance abuse, and homeless services sector spearheading the housing first model approach here in Hawaii and embodying a harm reduction approach to tackling some of our community's most challenging social inequities. She is an experienced therapist, and previously served as the Director of Behavioral Health at Helping Hands Hawaii, overseeing programs focused on health, well-being, and supportive care for some of Hawaii's most challenged populations. She now consults full time for her own company, ChangeWorks, LLC and emphasizes creating impactful change in our local community.*

## **[D3] Native Hawaiian Homelessness**

**Panel Description:** A discussion on OHA's upcoming legislation related to the criminalization of homelessness and action steps to support OHA's legislative measure.



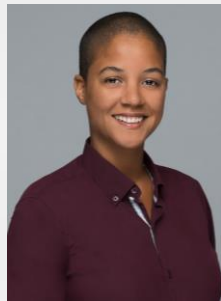
**Cynthia Rezentes**  
**Department of Hawaiian Home Lands**

*Rezentes has a BSEE and MSEE in Electrical Engineering and Electronics. She was employed by IBM for over 17 years in various engineering and management positions including being the lead engineering manager for the 3900 printer which replaced the 3800 printer. Since returning to Hawai'i she has been employed at the State Legislature and Congressional Offices for various elected officials. Since December of 2018 she has been employed at DHHL as the NAHASDA Compliance Specialist with the goal of assisting lower income qualified individuals receive help in their housing needs as lessees. As a community volunteer, she has been a member of the Neighborhood Board system since 1994. She is also Chair for the nonprofit Kealahou West Oahu (an organization operating two shelters in the Kalaheo area and doing Outreach along the Waianae Coast), and is Chair for the nonprofit Mohala I Ka Wai (an organization dedicated to healthier watersheds along the Waianae district).*



**Wallace Engberg**  
**Research & Planning Analyst, Partners In Care**

*Wallace Engberg is the Research & Planning Analyst at Partners In Care. They are an Iowa State, University of Glasgow, and AmeriCorps VISTA alum with a strong background in evidence based research. At Partners in Care, they have led the 2020 Point In Time Count of those experiencing homelessness on O'ahu and pushed for greater inclusion of Youth and LGBTQ+ persons in the Count. Their love of data and data visualization has led to in-depth analysis of PIT Count data to further understand how different sub-populations are affected by homelessness, as can be seen through PIC's PIT Count Sub-Reports.*



**Jen Jenkins**  
**Office of Hawaiian Affairs**

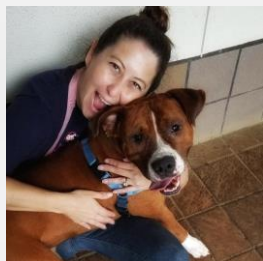
*Jen Jenkins is a Public Policy Advocate with the Office of Hawaiian Affairs. Their primary policy focus is on houselessness and the criminal justice system.*



**Edward Hayden**  
**Prenets and Children Together**

*Edward Hayden is the Program Director for the PACT Family Peace Center on Oahu. He has been working in the field of Domestic Violence intervention for the past eight years. He began as a counselor working with DV offenders and later became the supervisor of the offender program and then Program Director.*

## **[D4] Barriers to Housing for Homeless Pet Owners**



**Suzy Tam**  
**Humane Society**

*Suzy arrived at Hawaiian Humane with an extensive background in marketing and communications and led the organization's publicity and events efforts. She quickly came to realize her passion was not only in helping animals, but supporting pet owners in need. She now manages Hawaiian Humane's outreach and education teams, working with students and community members island-wide.*



**Dr. Aleisha Swartz**  
**Honolulu chapter of the Street Dog Coalition**

*Dr. Aleisha is an educator, researcher and shelter medicine specialist who graduated Summa Cum Laude from the University of Georgia College of Veterinary Medicine. She has followed her passion for shelter medicine into work with large, nonprofit and municipal shelters; spay-neuter programs; and smaller rescue groups. In addition to her work with the Street Dog Coalition, which holds veterinary clinics at the Punawai Rest Stop, Dr. Aleisha is chief of service at the University of Wisconsin - Madison Shelter Medicine Program and past-president of the Hawaii Veterinary Medical Association.*



**Gracie Suaglar**  
**Partners In Care**

*Graduated from University of Hawaii with BSW. In 2010 was asked by HPD Kalihi district to do a joint volunteer outreach project to assist and support our houseless community members by assisting them with obtaining supportive documents and offering alternative shelter solutions, which was not an easy task. As a child, I would love to build and rebuild anything in the house and outside in the yard and I thought why can't I support community members with rebuilding life? I made it my mission to learn about the "Housing First Theory" and practiced this theory on a daily basis as a service provider. When I am not housing clients or supporting fellow colleagues, I love spending time with my kids, going fishing and watching football. I truly believe through collaboration and community togetherness we can put an end to houselessness.*

## **[D5] Provisional Outdoor Screening and Triage Facility (POST)**



**Acting Lieutenant Joseph O'Neal**  
**Honolulu Police Department (HPD)**

*Joseph O'Neal is a Sergeant in the Honolulu Police Department who currently oversees the various initiatives of the agency's Community Outreach Unit. In 2018 Joseph was tasked to assist with the expansion of the Departments Health Efficiency Long-term Partnership (HELP) program pioneered by Major Mike Lambert. From the success of HELP outreach operations Joseph assisted Major Lambert with the conception and launch the HONU mobile navigation center program. In April of this year due to the COVID-19 pandemic Joseph worked to continue the mission of outreach and navigation through the POST initiative. To date POST has helped over 680 unsheltered homeless receive safe shelter and services.*

## **[D7] The Rent to Work Program**

**Panel Description:** *The Rent to Work Program is a 12-24 month, rental subsidy assistance program. It is specifically designed to assist individuals and/or families residing in conditions of homelessness, who are willing to enter employment and increase their income through earned wages. Rent to Work serves individuals and families not served by rapid rehousing or permanent supportive housing programs. The Rent to Work participants need case management support and assistance to assist them with achieving their employment and educational goals.*



**Andrea Gaines**  
**Work Hawaii Housing Assistance Programs**

*Andrea is the Program Supervisor for the City and County of Honolulu, Department of Community Services, WorkHawaii Division's Rent to Work Program. Andrea has been the Supervisor of the Rent to Work Program since 2016 and has over 15 years of experience in social service ranging from front line mental health support up to supervising and managing programs.*



## [D8] HUD Homeless Resources



**Ryan Okahara**

**Field Office Director, HUD Honolulu Field Office**

*Ryan Okahara oversees U.S. Department of Housing and Urban Development (HUD) operations in Hawaii, Guam, Commonwealth of Northern Marianas Islands, and American Samoa. He serves as the senior HUD official for the Honolulu Field Office, representing the HUD Secretary and Region IX Administrator, and bringing \$740 million in Federal funding to the jurisdiction annually. Ryan works with local elected officials to facilitate strengthening of the housing market to bolster the economy while protecting consumers, meeting the need for quality affordable rental homes, utilizing housing as a platform for improving quality of life, and building inclusive and sustainable communities free from discrimination.*



**Mark Chandler**

**Community Planning and Development Director, HUD Honolulu Field Office**

*Mark A. Chandler is the Community Planning and Development (CPD) Director for the U.S. Department of Housing and Urban Development (HUD), Honolulu Field Office. As CPD Director, Mr. Chandler serves as the lead program official for HUD's community development programs in the State of Hawaii, Guam, American Samoa and the Northern Mariana Islands. He has responsibility for a wide variety of federally assisted community, economic development, and homeless program activities throughout the jurisdiction. Mr. Chandler started his career with HUD as an Auditor in the Office of the Inspector General Headquarters Audit Operations, Washington, D.C. In 1996 he joined the Office of Community Planning and Development, Honolulu Field Office.*



**Stephanie Kaimana**

**Senior Community Planning and Development Representative, HUD Honolulu Field Office**

*Stephanie Kaimana On is a Senior Community Planning and Development (CPD) Representative with the U.S. Department of Housing and Urban Development. She has been with HUD for 8 years and currently provides support to grantees from the State of Hawaii, American Samoa Government, and Partners in Care, Oahu's Continuum of Care. Prior to HUD, Stephanie worked at the City and County of Honolulu for almost 9 years, managing grants for the Department of Community Services and the Department of Emergency Management. Stephanie graduated from the University of Hawaii at Manoa, with a Bachelor of Science in Family Resources and a Masters in Social Work. When not working, she enjoys trying out different breakfast spots with friends and going to the beach with her husband and three kids.*



**Brian Johnson**

**Senior Community Planning and Development Representative, HUD  
Honolulu Field Office**

*Brian Johnson is a Senior Community Planning and Development Representative at the U.S. Dept. of Housing and Urban Development (HUD). He has been with HUD for 12 years and is currently the CPD Representative for the City and County of Honolulu and Hawaii County for Formula Grants and Bridging the Gap Continuum of Care Grants for the Balance of State. He is also the Program Environmental Specialist for the HUD Honolulu Field Office. Before working at HUD, he worked with the State of Hawaii Homeless Programs Office for 10 years. In 2001, while at the State of Hawaii, he started the implementation and creation of the Homeless Management Information System (HMIS) for the entire State of Hawaii.*



**Rebecca Borja**

**Senior Community Planning and Development Representative, HUD  
Honolulu Field Office**

*Rebecca Borja is a Senior Community Planning and Development Representative for the U.S. Department of Housing and Urban Development (HUD), Honolulu Field Office working for HUD for 15 years. Rebecca Borja currently serves as the CPD Representative for HUD's community planning and development formula and Continuum of Care programs in Guam and the Northern Mariana Islands and a few Continuum of Care grants in Oahu. Prior to working for HUD, Rebecca Borja worked as a planner in the Government of Guam for nine years, administering CPD formula grants and Continuum of Care programs.*



**Jesse Wu**

**Director Office of Public Housing, HUD Honolulu Field Office**

*Jesse Wu is the Director of the Office of Public Housing (OPH) for the HUD Honolulu Field Office. In this capacity, he oversees the low-income public housing and Section 8 Housing Choice Voucher programs for the State of Hawaii, the Territory of Guam and the Commonwealth of the Northern Mariana Islands (CNMI). HUD's public housing and vouchers programs serve approximately 20,000 families in Hawaii, Guam and CNMI. The Public Housing and Housing Choice Voucher Programs are the largest funded HUD program in Hawaii and the outer Pacific with over \$210 million in funding annually. He served as the Acting Director for the Office of Public Housing in the San Francisco Regional Office during 2013-2014 and 2015-2016, and currently serves as the Acting Director for the Office of Public Housing in the Los Angeles Field Office (June 2020-current).*

## **[D9] Collaborating During COVID-19: Lessons Learned from Multi-Stakeholder Efforts (Part 2)**

**Panel Description:** *In Part II, we'll learn how players from across the community came together to support a community disproportionately impacted by the pandemic. Together, we'll explore the essential ingredients of effective public/private collaborations and discuss what's standing in the way. At the end of the discussion, we will all have a better understanding of the groundwork that needs to be done to establish partnerships, policies funders can enact to facilitate collaboration, and strategies for moving a diverse collective toward a shared mission.*



**Cecilia Fong**  
**American Savings Bank**

*Cecilia Fong is the Community Advancement Manager at American Savings Bank where she supports community engagement and development efforts on behalf of the bank. Throughout her career, Cecilia has focused her efforts and learning around public, private, and nonprofit efforts to address some of the biggest social challenges that affect our community. Prior to joining American Savings Bank, Cecilia served as the Director of Development at YWCA O'ahu, Program Officer at the Hawaii Community Foundation, Management Analyst for the U.S. Department of Housing and Urban Development and the Internal Revenue Service, and Researcher and Committee Clerk for the Hawai'i State Senate Committee on Human Services. Cecilia earned her bachelor's degree in peace and justice studies and political science from Wellesley College and master's degree in public policy from Georgetown University.*



**Josie Howard**  
**We Are Oceania**

*With ancestral roots and a childhood rooted in Onoun (a small island in Chuuk state, geographically located between Chuuk Lagoon and Yap Outer Island), Josie Howard possesses a deep cultural understanding of the people of Micronesia that is woven into her success today – paving a path for the thriving Micronesian community in Hawaii. From her island education to her Bachelor's degree in Anthropologie and minor in biology with a certification in Island Studies from the University of Hawaii at Hilo and her Master's degree in Social Work from the University of Hawaii at Manoa, Josie continues to humbly and strongly uphold her values and respect for her culture and the culture of others, advocating for the overall health and well-being of her people. Most recently, Josie Howard serves as Director and Founder of We Are Oceania empowering the Micronesian community in Hawaii to navigate success while honoring the integrity of their diverse heritage.*



**Marisa Hayase**  
**Harry and Jeanette Weinberg Foundation**

*Marisa Hayase is the Hawai'i program director for the Harry and Jeanette Weinberg Foundation, where she develops and advances the foundation's local grantmaking strategies. Within the Foundation's focus areas of housing, health, jobs, and education, Marisa builds diverse partnerships to strengthen community-led initiatives that break cycles of poverty. Prior to joining the Foundation, Marisa founded and directed Storyline Consulting, where she advanced cross-sector collaborations around early childhood education, statewide public education, community health, and the health of the natural environment. Marisa received her master's in public policy degree from the Harvard Kennedy School. She is also a graduate of Williams College, where she was a Ford-Mellon Research Fellow, and a Thomas J. Watson Fellow in South America and Asia.*



**Shanty Asher**  
**City & County of Honolulu Office of Economic Revitalization**

*Shanty Sigrah Asher is the Pacific Islander Liaison Officer at the Office of Economic Revitalization for the City and County of Honolulu. Previously, Shanty served as an Education Legal Specialist for Pacific Resources for Education and Learning. Prior to moving to San Diego for Law School, she served as Deputy Assistant Secretary for Pacific Affairs at the Department of Foreign Affairs for the Federated States of Micronesia (FSM). She is an alumnae of the Executive Leadership Development Program (ELDP) and Asia Pacific Security Studies (APCSS).*



**Rachael Wong**  
**One Shared Future**

*Rachael Wong is the founder of One Shared Future (OSF), which imagines a positive future for Hawai'i and brings people together to collectively create that future. OSF offers community-building professional development programs and consulting that strengthen the public, private, and non-profit sectors' capacity to partner and innovate. She is also the co-founder of the Safe Spaces & Workplaces Initiative (SSWP), an OSF-Child & Family Service partnership to end workplace sexual harassment in Hawai'i through collaboration. Rachael is born and raised in Hawai'i and has dedicated her career to improving quality of life for others: as director of the State of Hawai'i Department of Human Services, where she led the creation of the state's 'Ohana Nui multigenerational framework; in nonprofit leadership roles at the Healthcare Association of Hawai'i, Kōkua Mau, and the Hawai'i Consortium for Integrative Care; and now through OSF and SSWP.*



**Kanani Harris**  
**Kamehameha Schools**

*Kanani Harris focuses on strategic collaborations for Kamehameha Schools, an education system that serves thousands of Hawaiian learners statewide and one of the world's largest charitable organizations. By partnering with others who share a commitment to a thriving lāhui, we design and drive strategies that can achieve multi-sector systems change in education, 'āina (land) and food sustainability, and economics. We are committed to preparing 'ōiwi leaders to lead the pace and scale of change for their communities. Kanani also leads the Charles Reed Bishop Trust. Her previous roles include acting director of the Kapālama Boarding Department; strategic project manager for the Kamehameha Schools; IT & e-business strategy manager and international systems consultant for Tech Data Corporation, a Fortune 100® company and the world's largest technology distributor; business process consultant for Andersen Consulting (now Accenture); and military officer.*

## **Closing Plenary 12:00 P.M. – 12:30 P.M.**

### **The VISPDAT and the Future of Ending Homelessness**

**Panel Description:** *Meeting people where they're at is hard. It is harder when we start with triage and assessment tools prior to allowing people to maximize their resiliency, demonstrate what they can do, and engage progressively. This talk will reinforce the need to center our work on compassionate rapport building and strength-based, person-centered policies, procedures, and practices that impact people. Hear from the creator of the VI-SPDAT and SPDAT when and how to apply the tools effectively, while maintaining a strong focus on diversion and rapid resolution.*



**Ian de Jong**  
**President and CEO, OrgCode Consulting, Inc.**

*Iain De Jong is President & CEO of OrgCode Consulting, Inc., and the author of The Book on Ending Homelessness. He is an advisor to various funders and philanthropic organizations, the founder of the Leadership Academy on Ending Homelessness, a coach to CEOs, Executive Directors, and Managers in homelessness and housing services, an advisor to Pulse for Good, the past leader of street outreach services, and a past part-time faculty member in the Graduate Planning Program at York University for 10 years. His work on ending homelessness has brought him throughout North America and Australia. He is a frequent keynote speaker and media commentator on matters of homelessness - and he is a relentless advocate for ending homelessness.*



## Mahalo



**Scott Morishige**  
**State of Hawaii**

*Scott Morishige currently serves as the Governor's Coordinator on Homelessness, and is the point person for all the homeless issues in the state. Scott works closely with Governor David Ige and his cabinet to provide for broad policy direction and coordination for Hawaii's many stakeholders addressing the issue of homelessness.*

*Scott was previously the executive director of PHOCUSED, a nonprofit and advocacy organization for health and human services. Additionally, Scott has previously served for a number of local non-profit organizations, such as Alu Like, Inc., The Salvation Army, Helping Hands Hawaii, Hawaii Community Foundation and the Legal Aid Society of Hawaii.*



**Marc Alexander**  
**Executive Director, City and County of Honolulu Mayor's Office of Housing**

*Marc Alexander was born in Sagami, Japan, and raised in Hawaii. Appointed by Mayor Caldwell in 2017, he is the Executive Director of the Office of Housing for the City and County of Honolulu and co-chair of the Honolulu Mayors Challenge to End Veteran Homelessness. Prior to this appointment, he served at the Hawaii Community Foundation, the Institute for Human Services, the first Hawaii State*

*Governor's Coordinator on Homelessness, and in administrative and pastoral positions in the Roman Catholic Church in the State of Hawaii.*

## ***We would also like to give a special thanks to:***

*Adam LeFebvre  
Andy Taylor  
Angela Gabriel  
Anna Stone  
Asher Uchiyama  
Ashton Varner  
Berta Maldonado  
Brandee Menino  
Cecilia Fong  
Connie Mitchell  
Danielle Gella  
David Nakama  
Emma Grochowsky  
Greg Cieless  
Jason Kasamoto  
Jere Kalima  
Jocelyn Doane  
Jonah Saribay  
Justin Limasa  
Keala Souza  
Kim Oshiro*

*Kristen Alice  
Laura Thielen  
Lindsey Kaumeheiwa  
Maile Montallana  
Marc Alexander  
Marc Malate  
Maude Cumming  
Michael Kleiber  
Monique Ibarra  
Morgan Esarey  
Oli Shimasaki  
Paul Normann  
Rhea Nuguid  
Ryan Beckley  
Scott Morishige  
Sharaleen McShane  
Sharon Baillie  
Sharon Hirota  
Summer Pakele  
Xan Avendaño  
Zoe Lewis*

*It was by working together that we accomplished a trailblazing achievement! Big Mahalo to everyone that assisted in making the very first Homeless Awareness Virtual Conference possible!*



# HONOLULU STAR-ADVERTISER

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### ISLAND VOICES

# Housing and homelessness: Let's stick with what works

By Marc Alexander

The Hawaii Legislature is at a critical juncture as various bills addressing housing and homelessness enter their final stage. Much of the attention has been focused on so-called "ohana zone" proposals, the definition of which no one seems to agree on. The "ohana zones" that some lawmakers are describing seem similar to safe zones, which are not safe and don't work. We think it's time for the Legislature to focus on what we know does work and truly helps our vulnerable homeless citizens and the community as a whole.

Last year, Honolulu experienced only a 0.4 percent increase in homelessness. In



*Marc Alexander is executive director of the city Office of Housing.*

fact, the City and County of Honolulu has a lower rate of homelessness than cities like Seattle (their homelessness count increased by 9 percent), Las Vegas, San Francisco, San Diego and Los Angeles.

Of course, here locally, people remain frustrated because the visible and unsheltered homeless population continues to increase, despite the progress we have

made in moving sheltered homeless persons into housing, especially families (14 percent fewer homeless families in 2017).

I believe that everyone — every child, woman and man — needs a home in order to truly prosper. I also believe that the only permanent solution to homelessness is housing with an effective support system, including mental health and addiction services.

For most of Honolulu's 1,159 chronically homeless persons — those struggling with mental illness, addiction and physical disabilities — Housing First is the intervention of choice. Housing First provides housing without condition, offers effective services to clients, and both the city and state Housing

First programs have demonstrated excellent results.

In fact, the University of Hawaii's evaluation of the city's Housing First program showed that 89 percent of clients remained in housing after two years. In addition, 64 percent were less likely to visit an emergency room and 61 percent less likely to be arrested. It is estimated that an unsheltered homeless person costs the community \$40,000 to \$80,000 annually, while Housing First costs between \$20,000 to \$30,000 per person, per year.

As state and city government continues to address the creation of more affordable housing, one of the most promising approaches is public-private partnerships, as seen recently in

Kahauiki Village. On Jan. 12, 30 homeless families (114 individuals, including 64 children) moved into their own homes complete with kitchens and bathrooms and were no longer counted among the homeless population.

The initial, first phase of the project took six months and one day to complete, from groundbreaking to move-in. When the full array of 153 units is completed, the cost per unit will be less than \$130,000, including infrastructure.

We need to keep expanding programs and projects like Housing First and Kahauiki Village that deliver proven and cost-effective results, and not waste time on failed and hard to define social experiments. In addition,

we need to expand other programs that move people into housing and help keep them housed once they're there, including mental health services, addiction services, housing subsidies, effective outreach, navigation centers and LEAD (Law Enforcement Assisted Diversion).

Finally, we need to support and expand proven programs that increase affordable housing, including the state Rental Housing Revolving Fund and Dwelling Unit Revolving Fund.

We know what works. It's time for our legislators to exercise clear leadership and fund initiatives with proven results that rally help to those who are among the most vulnerable in our community.



# { **APPENDIX C** }

**OFFICE OF THE MAYOR  
CITY AND COUNTY OF HONOLULU**

530 SOUTH KING STREET, ROOM 300 • HONOLULU, HAWAII 96813  
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KIRK CALDWELL  
MAYOR



ROY K. AMEMIYA, JR.  
MANAGING DIRECTOR

GEORGETTE T. DEEMER  
DEPUTY MANAGING DIRECTOR

July 10, 2020

The Honorable Ikaika Anderson  
Chair and Presiding Officer  
and Members  
Honolulu City Council  
530 South King Street, Room 202  
Honolulu, Hawaii 96813

Dear Chair Anderson and Councilmembers:

**SUBJECT: Housing in Honolulu: Analyzing the Prospect of Taxing Empty Homes**

At the request of the Mayor's Office of Housing, a team of graduate students from the University of California, Los Angeles, Luskin School of Public Affairs conducted a study of the question: "What type of vacancy tax is best suited to the needs of the population and capacity of the local government in the City and County of Honolulu?"

Their report, received in June of 2020, drew on qualitative and quantitative methodologies in order to answer this question. Through their research they were able to determine that a vacancy tax would indeed return empty units to the market. Also, their research offered recommendations on how to structure such a tax and the estimated revenue a vacancy tax would generate. Finally, they provided recommendations for creating a community engagement plan which would ensure robust community education, input, and discussion.

We are pleased to submit this report as a contribution to the ongoing consideration of an empty homes tax for the City and County of Honolulu.

MAYOR'S MESSAGE 83



The Honorable Ikaika Anderson  
Chair and Presiding Officer  
and Members  
July 10, 2020  
Page 2

If you have any questions, please call me at 768-4303.

Warm regards,

Marc Alexander  
Executive Director  
Mayor's Office of Housing

Enclosure

APPROVED:

---

Roy K. Amemiya, Jr.  
Managing Director



# HOUSING IN HONOLULU:

## Analyzing the Prospect of Taxing Empty Homes

Adam Barsch, Erika Cervantes, Mary Daou, Dickran Jebejian, Michael Rios



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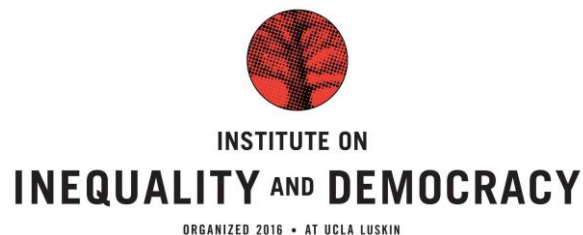
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## Executive Summary

The lack of affordable housing in the United States has ballooned into a problem that not only impacts low-income populations but also imposes stresses on a wider range of middle-class households. Homeownership has become less of an achievable goal for many, preventing them from the savings and investment benefits that come with it. This issue is especially poignant on the island of Oahu in Hawaii—its nature as a vacation destination and a place for international real estate leads to competition for housing between short-term renters, second-home owners, and local working-class residents.

Our client, the Mayor's Office of Housing at the City and County of Honolulu, seeks to implement creative policies and form strategic partnerships in addressing Honolulu's housing affordability problem. One of the avenues by which Honolulu's officials hope to do this is by shrinking the residential vacancy rate through a tax on empty homes. Our team has worked closely with the Mayor's Office to determine how to best accomplish this goal by answering the following question:

***What type of vacancy tax is best suited to the needs of the population and capacity of the local government in the City and County of Honolulu?***

Using various qualitative and quantitative research methods, we were able to generate an answer to this question. We began by identifying the forces contributing to Honolulu's problem. We also examined existing vacancy taxes and their structures in Vancouver, Melbourne, Oakland, and Washington, D.C. We broke these structures down and assessed them against a set of criteria, including revenue-generating capacity and political feasibility, to determine the most successful components for a policy in Honolulu.

In creating a vacancy tax policy that has the most potential to impact positively Honolulu's housing situation by generating revenue and lowering vacancy rates, we recommend that the City and County of Honolulu adopt a graduated tax rate, focus the tax on residential properties, identify six-month vacancies as taxable properties, use mixed enforcement methods, and establish exemptions to ensure the equitability of the policy.

The Mayor's Office of Housing recognizes the importance of involving the community in the implementation of policies that directly impact them. Therefore, our analysis included a review of community engagement practices as well as a set of accompanying recommendations. These strategies can be used to inform residents of, and solicit feedback on, issues including the tax and beyond.

# Introduction: Honolulu's Housing Crisis

Housing insecurity and affordability are some of the major contemporary crises of our society. Half of the families that rent, and over one-fourth of those that own their residences, pay more than 30% of their monthly income towards housing.<sup>1</sup> Nationally, low-and middle-priced housing is scarce. Construction averages show that roughly 1.4 million new residences are built annually, yet demand is consistently at or near 1.7 million.<sup>2</sup> As construction monopolies have emerged and private equity firms have become some of the largest landlords in history, the consolidation of the housing market has caused home prices in the country to grow more than twice the normal rate in recent years.<sup>3</sup> Consequently, housing insecurity has become a major issue facing the metropolitan regions of our country.

Data from the Department of Housing and Urban Development (HUD) show that there have consistently been well over half a million people experiencing homelessness in the nation since the great recession.<sup>4</sup> Though this number has been in decline for most of the decade, the last two annual counts exhibit trends of increasing homelessness nationally.<sup>5</sup> This is largely a result of housing price increases combined with housing shortages. In many cases, this growth has been limited to the most populous states in the country, but in others the rates of homelessness are disproportionate to the overall population of the given region. Hawaii, ranking 40<sup>th</sup> in population size, is home to the second-highest per capita rate of homelessness in the United States.<sup>6</sup>

Low and middle-income families experience affordability challenges and face serious opportunity costs. With housing costs rising faster than wages and constituting the largest expenditure in most budgets, middle-class families may be forced to spend less on other necessities like food and healthcare.<sup>7</sup> Families may make decisions to compensate for spending large percentages of their incomes on housing that adversely affect other aspects of their lives; for example, adopting longer commutes, downsizing to smaller living spaces, and opting to avoid homeownership.

Because of its limited capacity for development, its nature as a vacation destination, and its predominantly low-wage industries, Oahu is a prime host for these housing stresses. The small island is a microcosm of the housing affordability crisis our nation is facing, and finding a solution to the issues plaguing the island may serve to inform policy decisions for the entire country.

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<sup>1</sup> Jared Bernstein et al., "The Conundrum Affordable Housing Poses for the Nation," Washington Post, accessed January 9, 2020, [https://www.washingtonpost.com/realestate/the-conundrum-affordable-housing-poses-for-the-nation/2020/01/01/a5b360da-1b5f-11ea-8d58-5ac3600967a1\\_story.html](https://www.washingtonpost.com/realestate/the-conundrum-affordable-housing-poses-for-the-nation/2020/01/01/a5b360da-1b5f-11ea-8d58-5ac3600967a1_story.html).

<sup>2</sup> Ibid.

<sup>3</sup> Andrew Van Dam, "Analysis | Economists Identify an Unseen Force Holding Back Affordable Housing," Washington Post, accessed January 9, 2020, <https://www.washingtonpost.com/business/2019/10/17/economists-identify-an-unseen-force-holding-back-affordable-housing/>.

<sup>4</sup> "State of Homelessness," National Alliance to End Homelessness, accessed January 9, 2020, <https://endhomelessness.org/homelessness-in-america/homelessness-statistics/state-of-homelessness-report/>.

<sup>5</sup> Ibid.

<sup>6</sup> "List of States By Population Density," accessed January 9, 2020, <https://state.1keydata.com/state-population-density.php>; "State of Homelessness."

<sup>7</sup> Schuetz, J. (2019, May 7). Housing trade-offs: Affordability not the only stressor for the middle class. <https://www.brookings.edu/blog/up-front/2019/05/08/housing-trade-offs-affordability-not-the-only-stressor-for-the-middle-class/>

## Client: The Honolulu Mayor's Office of Housing

This report was prepared for the Mayor's Office of Housing at the City and County of Honolulu. The City and County of Honolulu is a consolidated city-county in the state of Hawaii and therefore, manages aspects of government traditionally exercised separately by municipalities and counties in most of the United States.<sup>8</sup> It is governed by a mayor-council type of government, in which the mayor is given a substantial degree of responsibility from the charter.

The Mayor's Office of Housing plays a central role in the City's pursuits to address affordable housing and homelessness on the island. Most recently, the Office of Housing has focused on addressing the growing affordable housing crisis in Honolulu, and with the Mayor's leadership, aims to address these needs with revised strategies and partnerships.<sup>9</sup>

During the 2019 State of the City Address, Honolulu Mayor Kirk Caldwell unveiled the Oahu Resilience Strategy, which details four primary goals addressing the challenges of climate change and decreasing affordability. The first of the four pillars identified in the strategy is "Remaining Rooted: Ensuring an Affordable Future for Our Island." In addressing the need for more affordable housing, five key actions were identified, the first of which is to "Reduce Empty Homes and Increase Affordable Housing Funding." Among the options for addressing the housing shortage, the high price of housing, and high vacancy rates, Honolulu officials are considering a tax on empty homes.

## Policy Issue: Empty Homes and High Demand for Housing

Given the severity and trajectory of the housing problem in Honolulu, the local government strives to pursue initiatives that provide increased availability, affordability, and permanent resident occupancy of housing. Generally, a vacancy tax is a tax assessed on various types of properties left empty for a designated period in any given year. Based on a municipality's specific provisions, a vacancy tax can take the form of a tax on empty homes, commercial spaces, undeveloped land, and so forth. Therefore, a vacancy tax can more specifically be an Empty Homes Tax, a Vacant Residential Land Tax, or even a Vacant Property Tax. Although the focus of our client is on an empty-homes tax--a vacancy tax limited to residential properties--we perform due diligence by assessing the policy in the context of alternatives and confirm that it is the most politically feasible short-term strategy.

Due to the early success exhibited by vacancy taxes in other cities, Honolulu is considering implementing its own. With this study we aim to answer the following policy question:

***What type of vacancy tax is best suited to the needs of the population and capacity of the local government in the City and County of Honolulu?***

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<sup>8</sup> "City and County of Honolulu." *Guide To Government in Hawaii*, lrb.hawaii.gov/wp-content/uploads/cchon\_guide.pdf.

<sup>9</sup> City and County of Honolulu. The Mayor's Office of Housing. "Housing and Homelessness: An Update." July 2019. [www.honolulu.gov/rep/site/ohou/Update-190712.pdf](http://www.honolulu.gov/rep/site/ohou/Update-190712.pdf).

The primary objectives of the policy are to:

1. Encourage the return of empty or under-used properties to active use as long-term rental stock for residents.
2. Provide a source of dedicated revenue to support directly the development of affordable housing units on the island.<sup>1</sup>
3. Create a community engagement strategy by which the City can effectively involve its community-members in the implementation of this and future policies.

In our analysis, we investigate existing vacancy tax models, evaluate the impacts and limitations of such an endeavor in Honolulu, and propose additional potential housing relief policies, and analyze effective strategies for community engagement.

## Causes of the Housing Problem in Honolulu

High residential vacancy rates are a major facet of Honolulu's housing problem. Because Hawaii has the lowest property tax rate in the nation, international investors are incentivized to purchase property for speculation or use the island as a tax haven. Additionally, wealthy individuals from the mainland and neighboring countries purchase vacation homes for seasonal use. These practices lead to homes sitting empty where they are much needed in high-density urban areas like Honolulu County. Empty homes not only impact the housing market but also dampen economic activity--without residents to pay taxes, spend money on local goods and services, and contribute to their neighborhoods, these units sit empty for most, if not the entirety, of the year.

## High Cost of Living and Low Wages

Honolulu has an incredibly high cost of living, low gross domestic product (GDP) relative to large metro areas, and a vast percentage of people experiencing homelessness. The city consistently ranks among the top U.S. cities with very high costs of living.<sup>10</sup> Other cities that are regularly in the top five are New York, Los Angeles, and San Francisco. Unlike Honolulu, these are cities with large populations, high GDPs, and substantial amounts of investment. Honolulu residents' incomes averaged 61.9% of the real cost of a home in 2018.<sup>11</sup> In comparison, the cities mentioned above with relatively high cost of living averaged incomes of 112%, 63.4%, and 64.1% of the cost of a

<sup>10</sup> Thomas C. Frohlich, "What It Actually Costs to Live in America's Most Expensive Cities," USA TODAY, accessed January 9, 2020, <https://www.usatoday.com/story/money/2019/04/04/what-it-actually-costs-to-live-in-americas-most-expensive-cities/37748097/>.

<sup>11</sup> "Metro-Affordability-2018-Existing-Single-Family-2019-06-11.Pdf," accessed January 9, 2020, <https://www.nar.realtor/sites/default/files/documents/metro-affordability-2018-existing-single-family-2019-06-11.pdf>.

single family home respectively in 2018.<sup>12</sup> In 2017 the cost of goods overall in Honolulu was 24% higher than the national average. That is higher than New York and Los Angeles and just behind the 28% of San Francisco. Meanwhile, Honolulu's real GDP per capita in 2017 was 35% lower than San Francisco's, 14% lower than Los Angeles', and 18% lower than New York City's.<sup>13</sup> Additionally, in the first three quarters of 2019, the State of Hawaii's per capita personal income was more than \$9,000 lower than that of California and over \$13,000 lower than New York State.<sup>14</sup> These economic and personal income metrics highlight Hawaii's increasing lack of affordability.

## Vacation Homes, Luxury Development, and High Vacancy Rates

Hawaii is also particularly vulnerable to high vacancy rates and out-of-state ownership of housing units due to its desirability as a vacation destination. From 2008-2015, almost 30% of all housing units sold in Hawaii were purchased by out-of-state residents. These units were notably more expensive than those purchased by local residents. In fact, homes bought by international buyers were 65% more expensive than those bought by local buyers.<sup>15</sup> In Honolulu, 15% of sales were made to out-of-state buyers in 2018.<sup>16</sup>

The use of Hawaii properties by non-residents is a particularly growing and concerning issue as it relates to housing affordability and availability. In a 2019 survey of out-of-state property owners, 39% described their property as an investment and 62% saw their property as a vacation home for friends and family. Vacation rental units (VRUs) have become a leading cause of the reduction of available housing for Hawaii residents and are also accountable for driving up rental costs. The 2019 study found that of the total out-of-state owners surveyed, about 48% rented their units when they were not using them, while the other 52% left their units vacant.<sup>17</sup> Data from the 2017 American Community Survey (ACS) demonstrate that 4.1% of Honolulu's housing units serve as vacation rental units, totaling over 14,000 units. Statewide, Census data reveal that a total of 6.6% of Hawaii's housing units were seasonal units in 2017, while, by comparison, the national average ranges at about 2%.<sup>18</sup>

As a result of the demand for units by out-of-state buyers and their likeliness to leave those units vacant when not in use, the number of housing units available in the housing stock for in-state residents is significantly constricted. Vacation rentals and investment properties thus affect affordable housing in two key ways. First, they constitute units taken out of the overall housing

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<sup>12</sup> Ibid.

<sup>13</sup> "GDP per Capita." Open Data Network, [www.opendatanetwork.com/entity/310M200US41860-310M200US31080-310M200US35620-310M200US46520/San\\_Francisco\\_Metro\\_Area\\_CA-Los\\_Angeles\\_Metro\\_Area\\_CA-New\\_York\\_Metro\\_Area\\_NY\\_NJ\\_PA-Urban\\_Honolulu\\_Metro\\_Area\\_HI/economy.gdp.per\\_capita.gdp?year=2017&ref=compare-entity](http://www.opendatanetwork.com/entity/310M200US41860-310M200US31080-310M200US35620-310M200US46520/San_Francisco_Metro_Area_CA-Los_Angeles_Metro_Area_CA-New_York_Metro_Area_NY_NJ_PA-Urban_Honolulu_Metro_Area_HI/economy.gdp.per_capita.gdp?year=2017&ref=compare-entity).

<sup>14</sup> "Regional Price Parities by State and Metro Area | U.S. Bureau of Economic Analysis (BEA)," accessed January 9, 2020, <https://www.bea.gov/data/prices-inflation/regional-price-parities-state-and-metro-area>. Honolulu's Regional Price Parity in 2017 was 124.7. That is higher than Los Angeles at 117.1, New York City at 122.3, and just below San Francisco at 128.0. Regional Price Parity is an index that sets the national average cost of goods and services at 100, with a particular region's RPP showing how the cost of living in that region compares to that average.

<sup>15</sup> Residential Home Sales in Hawaii: Trends and Characteristics: 2008-2015 . State of Hawaii, 2016. [files.hawaii.gov/dbedt/economic/data\\_reports/homesale/Residential\\_Home\\_Sales\\_in\\_Hawaii\\_May2016.pdf](http://files.hawaii.gov/dbedt/economic/data_reports/homesale/Residential_Home_Sales_in_Hawaii_May2016.pdf).

<sup>16</sup> SMS Research and Marketing Services Inc. . Hawaii Housing Planning Study, 2019. Hawaii Housing Finance and Development Corporation , 2019. [dbedt.hawaii.gov/hhfdc/files/2020/02/State\\_HHPS2019\\_Report-FINAL-Dec.-2019-Rev.-02102020.pdf](http://dbedt.hawaii.gov/hhfdc/files/2020/02/State_HHPS2019_Report-FINAL-Dec.-2019-Rev.-02102020.pdf).

<sup>17</sup> Robert Stuart Weiss, *Learning from Strangers: The Art and Method of Qualitative Interview Studies*, First Free Press paperback ed (New York: Free Press, 1995), 51–53.

<sup>18</sup> Ibid.



market, not only locally, but statewide, ultimately limiting the supply and increasing the price of available units. Second, the prominent use of vacation rentals has the ability to inflate demand for new construction, providing developers with the opportunity to concentrate on building more profitable luxury units at the exclusion of lower-priced units.<sup>19</sup> Evidence indicates that developers target their marketing to individuals who have over \$1 million to spend on condominium units, illustrating the dynamics of the real estate market.<sup>20</sup>

## Out-Migration of Local Families

High costs of living and lack of affordable housing have contributed significantly to the outmigration the State of Hawaii has seen over the past several years. Between 2000 and 2010, population growth in the state stood at 1.2%. From 2010 to 2018, the rate fell to 0.5% annually, and then between 2017 and 2018 the State's population actually declined -0.3%. Significant losses have been felt in the City and County of Honolulu, with a net out-migration of over 19,000 people between 2010 and 2018, while all three of the other Counties in the state (Hawaii, Maui, and Kaua'i) experienced a lower-than-average population growth rate between the same period.<sup>21</sup> Between 2017 and 2018 only, Honolulu lost more than 13,000 people due to domestic outmigration, far exceeding the number of people migrating to Honolulu.

The prevalence of short-term, vacation, and high-end rentals constrict the supply of moderate-to-affordable housing in Honolulu. The aim of a vacancy tax is to generate revenue from properties that investors will continue to keep vacant in the interest of maintaining equity value as well as encourage the return of vacation and short-term rentals to the housing stock. Considering the high-end classification of the majority of these properties, the intended effect of the return of these units is a trickle-down of housing availability and an overall lowering of market prices. Oahu intends to be a livable place for its residents, and by taking innovative steps to address the mechanisms exacerbating its lack of affordability, the City and County of Honolulu can make it one.

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<sup>19</sup> Osborne, Isis, and Benjamin Sadoski. *The Hidden Cost of Hidden Hotels: The Impact of Vacation Rentals in Hawaii*. 2016, *The Hidden Cost of Hidden Hotels: The Impact of Vacation Rentals in Hawaii*, [www.aikeahawaii.org/wp-content/uploads/Vacation-Rental-Report.pdf](http://www.aikeahawaii.org/wp-content/uploads/Vacation-Rental-Report.pdf).

<sup>20</sup> Ibid.

<sup>21</sup> Robert Stuart Weiss, *Learning from Strangers: The Art and Method of Qualitative Interview Studies*, First Free Press paperback ed (New York: Free Press, 1995), 51–53.

## Logic of Approach

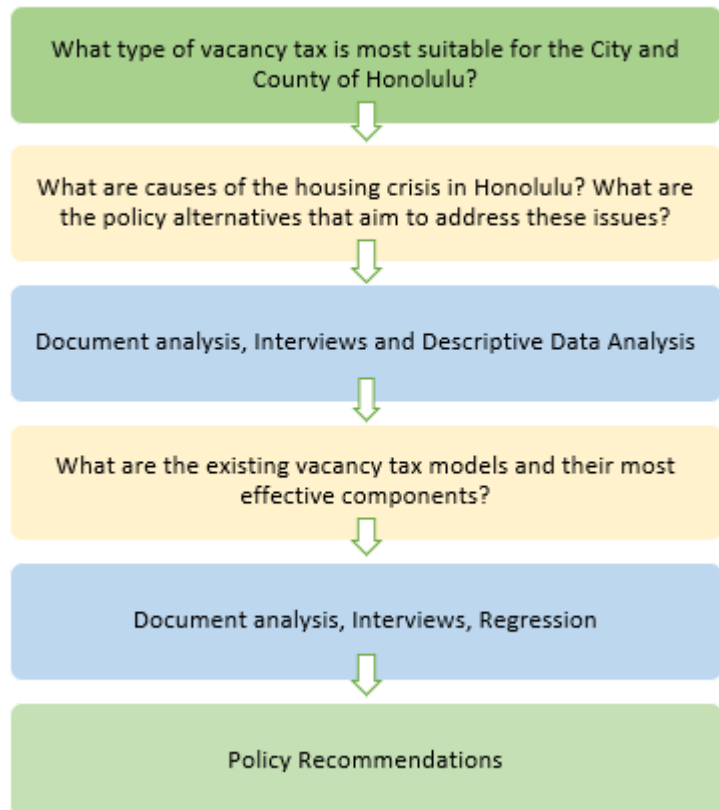
We began by researching the root causes of the high housing costs and increasing the vacancy rate on the island of Oahu. We used a mixed-methods approach to answer these questions, using both interviews and a quantitative data descriptive analysis. Through this process, we came across several policy alternatives that could address Honolulu's housing crisis. However, despite the potential benefits of these alternatives, we determined that none of them are currently as politically viable nor as targeted as an empty-homes tax.

We examined the motivations, approaches, and outcomes of other cities that have instituted a vacancy tax. To do this, we reviewed relevant documents, interviewed diverse stakeholders, and conducted program evaluations using multivariate linear regressions. This allowed us to evaluate the existing vacancy tax's success at returning empty units to market and determine if that success could translate to Honolulu.

To craft a specific revenue-generating vacancy tax structure for Honolulu, we broke down the existing vacancy taxes into their common components and evaluated them against a set of criteria. We chose the components best suited to mitigate the vacancy problem in Honolulu within the bounds of the municipality's capacity.

Finally, we conducted a document analysis of Oahu's resiliency plan, comparing it to the community engagement plans of the cities. This allowed us to identify best practices for the City and County of Honolulu in implementing an empty-homes tax as well as future policies.

**Figure 1: Logic of Approach**



## Description of Collected Data

In this report, we utilized a mixed-methods approach, controlling for the collection of multiple types of data. Our data are categorized into three sections 1) Housing/Population Data, 2) Interviews, and 3) Community Engagement Documents. (Limitations to our data can be found in Appendix A).

### Housing and Population Data for Program Evaluation

We compiled housing and demographic data into an original dataset. This dataset was used to analyze statistically both Honolulu's and our selected cities' housing markets to make comparisons across them.

This dataset is composed of demographic and housing data from the American Community Survey and the Canadian Census. The American Community Survey (ACS) is a yearly survey that produces one-year and five-year census estimates for every census tract within the United States. The Canadian Census occurs every five years and is an in-depth survey covering a wide range of topics, resulting in a statistical profile of the country (a full list of variables is available in Appendix B).

Our ACS data spans from 2010 to 2018 and is organized by census tract. We collected these data for Honolulu County and for Washington, D.C. We could not collect data for Oakland as the ACS data are only as recent as 2018, which is when Oakland passed its vacancy tax policy, therefore rendering statistical analysis of Oakland impossible.

The Canadian Census Data consists of data collected every five years from 1991 to 2016. All of these data are for the census subdivision of Vancouver City. While these data are not directly comparable, they present nine data collection points for Honolulu, Washington D.C., and six points for Vancouver. The result is a comprehensive dataset comprising housing and demographic variables across three jurisdictions.

### Interviews

We conducted a total of 27 interviews in order to inform our policy analysis. These interviews helped us assess other policy options and assess the vacancy tax components using our selected criteria. We conducted 21 semi-structured interviews with relevant stakeholders across our subject cities: Honolulu, Vancouver, Washington D.C., Oakland.<sup>22</sup> To identify interviewees, we used a snowball sampling method beginning with our client and then subsequently reached out to contacts recommended by our interviewees.<sup>23</sup> The individuals interviewed included government officials, beneficiaries (i.e. community and advocacy groups), and opposing interests (i.e. property owners, developers, and investment groups) (Appendix C). In order to conduct these interviews, we created interview guides for our questions (Appendix D).

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<sup>22</sup> Alan Morris, "The What and Why of In-Depth Interviewing," 3.

<sup>23</sup> Weiss, *Learning from Strangers*, 25.

In addition, we reached out to scholars, locally and elsewhere, who have substantive and analytical expertise associated with urban planning, housing issues, and analytical methods for six unstructured, informational interviews. In these interviews we discussed the methods of study we would need to engage with to assess a vacancy tax, as well as the potential effects of different vacancy tax structures in Honolulu.

The identities of the individuals we interviewed are anonymized in order to elicit a more honest conversation. The resulting data helped us understand the underlying causes of the increasing vacancy rates on the island and provided a foundation of understanding in relation to the policy's political feasibility, Honolulu's enforcement capacities, and viable alternatives.

## Community Engagement Documents

Prompted by our client, we studied community engagement practices for the implementation of our policy recommendations. We conducted an in-depth document search through the online databases available via the UCLA library. This resulted in one academic study and three best practices manuals.<sup>24</sup> We used the information contained in these results to analyze existing community engagement plans for Honolulu and three of the four comparison cities used in our analysis.<sup>25</sup> These plans encompass the publicly available documentation of past community engagement practices, principles, and/or requirements for community engagement and are available for download on the city government's websites.<sup>26</sup>

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<sup>24</sup> Frances Bowen, Aloysius Newenham-Kahindi, and Irene Herremans, "When Suits Meet Roots: The Antecedents and Consequences of Community Engagement Strategy," *Journal of Business Ethics* 95, no. 2 (August 1, 2010): 297–318, <https://doi.org/10.1007/s10551-009-0360-1>; "Best Practices for Meaningful Community Engagement, Tips for Engaging Historically Underrepresented Populations in Visioning and Planning," n.d., [https://groundworkusa.org/wp-content/uploads/2018/03/GWUSA\\_Best-Practices-for-Meaningful-Community-Engagement-Tip-Sheet.pdf](https://groundworkusa.org/wp-content/uploads/2018/03/GWUSA_Best-Practices-for-Meaningful-Community-Engagement-Tip-Sheet.pdf); "Community Planning Toolkit," 2014, [www.communityplanningtoolkit.org](http://www.communityplanningtoolkit.org); Stuart Hashagen, "Models of Community Engagement" (Scottish Community Development Centre, May 2002).

<sup>25</sup> To our knowledge, Washington D.C. has no public-facing community engagement strategy so it has not been used in this analysis.

<sup>26</sup> "Oahu Resilience Strategy," City and County of Honolulu Office of Climate Change, Sustainability and Resiliency, accessed March 1, 2020, <https://www.resilientoahu.org/resilience-strategy>; "Core Values, Ethics, Spectrum – The 3 Pillars of Public Participation - International Association for Public Participation," accessed March 1, 2020, <https://www.iap2.org/page/pillars>; "Melbourne for All People Strategy 2014-17," n.d., 13; "Community Engagement Summary Report," August 22, 2017, [https://cao-94612.s3.amazonaws.com/documents/2017-08-22-Community-Engagement-Summary-Report-FINAL-082217\\_condensed.pdf](https://cao-94612.s3.amazonaws.com/documents/2017-08-22-Community-Engagement-Summary-Report-FINAL-082217_condensed.pdf); "Community Engagement Guidelines for Project Applicants" (City of Oakland, Planning and Building Department, April 2, 2018).

# Assessment of Potential Policy Alternatives

We have identified policy alternatives that could, at least partially, address Honolulu's housing crisis. These alternatives surfaced in our interviews as different ways to achieve our client's objectives of returning units to the market and generating revenue for an affordable housing fund. An in-depth description of each can be found in Appendix E. The other options include:

- Increasing the Property Tax
- Increasing the Real Estate Conveyance Tax
- Decreasing the Mortgage Interest Deduction
- Inclusionary Zoning

All of these policy alternatives have their own unique benefits and provide effective ways to raise revenue and return vacant homes to the market. In fact, some of these options are being actively pursued as part of the City and County of Honolulu's broader plan to combat the housing crisis. This plan includes the recent increase in the conveyance tax and the passage of an inclusionary zoning bill.<sup>27</sup>

However, the present moment offers an opportune window for passing additional taxes, including a vacancy tax. Currently, the Mayor is in the last year of his term and is not pursuing re-election, insulating him from political backlash.<sup>28</sup> Similarly, five members of the Honolulu City Council are terming out, providing similar isolation to those councilmembers.<sup>29</sup> Additionally, housing is a growing concern pressing on the public's mind. Recent public opinion polls show that everyday living costs, such as utility costs, constitute the most significant financial stressor among Hawaii residents. This concern is closely followed by the rent and mortgage costs for housing.<sup>30</sup> These two factors open the window for further action to be taken on housing issues.

Through our interviews, it became clear that an empty-homes tax was uniquely politically feasible and that increasing property taxes and reducing the mortgage interest deduction were conversely politically infeasible. Eight out of ten of the interviewees based in Honolulu believed that an empty-homes tax was politically viable. Specifically, a current state senator and several housing advocates cited a vacancy tax's grassroots support.<sup>31</sup> A vacancy tax offers a special solution to political

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<sup>27</sup> Harimoto, Espero, Green, Keith-Agaran, Kidani, Nishihara, K. Rhoads, Baker, S. Chang, Galuteria, Ihara, Inouye, Riviere, Ruderman, Shimabukuro, SB1145-SD1 "Relating to the Conveyance Tax", Hawaii State Senate, 2017, [https://www.capitol.hawaii.gov/Archives/measure\\_indiv\\_Archives.aspx?billtype=SB&billnumber=1145&year=2017](https://www.capitol.hawaii.gov/Archives/measure_indiv_Archives.aspx?billtype=SB&billnumber=1145&year=2017); Mizuno, HB698-HD1 "Relating to the Conveyance Tax", Hawaii State House of Representatives, 2017, [https://www.capitol.hawaii.gov/Archives/measure\\_indiv\\_Archives.aspx?billtype=HB&billnumber=698&year=2017](https://www.capitol.hawaii.gov/Archives/measure_indiv_Archives.aspx?billtype=HB&billnumber=698&year=2017); Friedheim, Natanya, "New Honolulu Housing Bill Seeks The Middle Ground", Civil Beat, March 27, 2018, <https://www.civilbeat.org/2018/03/updated-honolulu-housing-bill-seeks-the-middle-ground/>; National Low Income Housing Coalition, "From the Field: Hawaii Legislators Work To Block Expanded Inclusionary Zoning in Honolulu", March 6, 2018, <https://nlihc.org/resource/field-hawaii-legislators-work-block-expanded-inclusionary-zoning-honolulu>; City and County of Honolulu, Department of Planning and Permitting, "Implementing an Affordable Housing Requirement", May 1st, 2018, <https://planning.hawaii.gov/wp-content/uploads/City-and-County-of-Honolulu-Affordable-Housing-Requirement-and-Incentives.pdf>;

<sup>28</sup> State of Hawaii, Office of Elections, "Terms of Office", 2020, <https://elections.hawaii.gov/candidates/terms-of-office/>

<sup>29</sup> Ibid.

<sup>30</sup> ALG Research, "Hawaii Perspectives: Understanding the Mindset of Hawaii Residents Spring 2019 Report", 2019, [https://prphawaii.staging.wpengine.com/wp-content/uploads/2019/04/HP\\_Spring-2019.pdf](https://prphawaii.staging.wpengine.com/wp-content/uploads/2019/04/HP_Spring-2019.pdf)

<sup>31</sup> Policy and Data Analyst, Hawaii Budget and Policy Center, Hawaii Appleseed, interview by Dickran Jebejian et al., March 2, 2020.



resistance grounded in property tax concerns. The solution is that it targets specifically people who either own multiple homes or live out-of-state. By providing a target population for the tax, which may not live in Hawaii or vote in Hawaii, a vacancy tax can bypass some of the anxiety around property taxes.

The sentiments expressed in the interviews are corroborated by Honolulu's recent electoral history. In 2019, Honolulu City Council overrode Mayor Caldwell's veto of a bill that increased the standard home exemption on property taxes, despite Mayor Caldwell's administration predicting the bill would cause the city to lose more than \$10 million in annual revenue.<sup>32</sup> This evidence is particularly powerful considering Hawaii has the lowest state property tax rate and was ranked 52nd out of 53 areas studied for the lowest property tax rate.<sup>33</sup>

Increasing the conveyance tax was also treated with skepticism during our interviews because it was considered a barrier to more affordable home ownership. Some of the interviewees expressed that without an exemption for first time homeowners, it can potentially prevent people from accessing the housing market and the wealth-building potential therein.<sup>34</sup> Specifically, a developer of low-cost housing thought a conveyance tax increase lowers accessibility by increasing the transaction cost of a house being sold.<sup>35</sup> This cost can be carried by buyers or sellers, but in both cases it disincentivizes houses being sold or bought.<sup>36</sup>

Our research led us to conclude that while increasing property taxes might be an effective way to raise revenue and should be considered in the future, it is currently not politically feasible. An empty-homes tax, however, is politically feasible and can be used to bolster the array of housing policies already in place or being pursued in Honolulu.

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State Senator, Honolulu, State of Hawaii, interview by Dickran Jebejian et al., February 28, 2020  
Retired Attorney, Housing Advocate, interview by Adam Barsch et al., February 28, 2020.

<sup>32</sup> AP News, "Honolulu officials approve tax breaks for homeowners", April 21, 2019, <https://apnews.com/6aea4ab27b1a447d99b568eb488ce816>

<sup>33</sup> Research and Economics Analysis Division, Department of Business, Economic Development and Tourism, "[An Analysis of Real Property Tax in Hawaii](https://files.hawaii.gov/dbedt/economic/data_reports/real_property_tax_report_final.pdf)", March 2017, [https://files.hawaii.gov/dbedt/economic/data\\_reports/real\\_property\\_tax\\_report\\_final.pdf](https://files.hawaii.gov/dbedt/economic/data_reports/real_property_tax_report_final.pdf)

<sup>34</sup> Katie Wells, "A Housing Crisis, a Failed Law, and a Property Conflict: The US Urban Speculation Tax," Antipode, 2015, accessed November 15, 2017, [https://www.academia.edu/11054883/2015\\_Article\\_in\\_Antipode\\_A\\_Housing\\_Cri...](https://www.academia.edu/11054883/2015_Article_in_Antipode_A_Housing_Cri...)

<sup>35</sup> President/CEO, The Savio Group, interview by Dickran Jebejian et al., March 2, 2020.

<sup>36</sup> Katie Wells, "A Housing Crisis, a Failed Law, and a Property Conflict: The US Urban Speculation Tax," Antipode, 2015, accessed November 15, 2017, [https://www.academia.edu/11054883/2015\\_Article\\_in\\_Antipode\\_A\\_Housing\\_Cri...](https://www.academia.edu/11054883/2015_Article_in_Antipode_A_Housing_Cri...)

# Comparison Cities Case Study

Since vacancy taxes are relatively new innovations, there is not a significant amount of data or research on the effectiveness of their different iterations. For the purposes of our research, we used existing vacancy tax policies in Vancouver, British Columbia, Canada, Washington D.C., Oakland, CA, and Melbourne, Victoria, Australia as benchmark models to consider. Each city has already defined vacancy differently, targeted different types of land, and structured the enforcement and levels of the tax in different ways. This natural distinction provides meaningful policy options to evaluate against our criteria.

## Vancouver Model: Empty-Homes Tax

The empty-homes tax in Vancouver is generally regarded as a model tax by many local governments. According to interviews we have conducted, the tax itself was passed relatively swiftly, but implementation and enforcement were both expensive and time-consuming.

The tax was passed in 2016. It defines vacancy as “residential property that is not the principal residence of an occupier; or residential property that is not occupied for residential purposes by a tenant for at least 30 consecutive days”.<sup>37</sup> This tax only applies to residential properties; vacant land and commercial properties are not subject to any form of taxation under this law. A residential property begins to be taxed if it has been left in a state of vacancy, as defined above, for six months. In order to avoid being taxed, residents of Vancouver must self-report a property status declaration form on or before the second business day of February; supplementary to the self-reporting requirement, random audits are conducted to monitor occupancy status. The rate at which the property is taxed is 1.25% of the taxable assessed value.<sup>38</sup> This amount is due by the tenth business day of April in the same calendar year. Failure to meet this deadline yields a 5% penalty. The revenue that is generated from this tax assessment is used for an affordable housing fund.

Within this model there are residential properties that are eligible for exempt status. The full list of exemptions for this taxation model, and the following cities, are detailed in Appendix F.

Because a home  
should be lived in.

<sup>37</sup> Vacancy Tax By-Law No. 11674, City of Vancouver, (2020). <https://bylaws.vancouver.ca/11674c.PDF>

<sup>38</sup> Previously 1% until 2020.



## Washington D.C. Model: Property Enforcement Amendment Act

The Washington D.C. model differs greatly from the Vancouver model in each part of the tax. The tax implemented here was designed to target vacant properties, blighted buildings, and vacant commercial space.<sup>39</sup> In 2003, a new tax class for abandoned and vacant property was created. In 2010, a new Class 4 for blighted property was created.

A property is considered vacant when the building has not been continuously occupied and the mayor's office has determined that no resident is present nor does one intend to occupy the property in question.<sup>40</sup> If this is the case, a property may be subject to tax after just 30 days of vacancy. The tax itself is assessed based on the type of building in question. Vacant property is taxed at a rate of 5% of its assessed value whereas blighted property is subject to a 10% tax of its assessed value.<sup>41</sup>

In 2017, D.C. enacted legislation for the "Vacant Property Enforcement Amendment Act of 2016." The enforcement of this tax is self-reported, but this self-reporting is less structured than the Vancouver model. In D.C. the owners of a vacant property must register their building with the mayor's office within 30 days of it becoming vacant. This registration requires a fee to be paid at the time of registration. The mayor's office may choose to extend this time period or waive the fee at their own discretion. There are also fines associated with enforcement protocols. Property owners may be fined up to \$2,000 for failure to register a vacant property and up to \$1,000 for failure to respond to a vacancy notice within 15 days.<sup>42</sup>

## Melbourne Model: Vacant Residential Land Tax

The Melbourne vacant residential land tax is the closest tax to the empty-homes tax implemented in Vancouver. The target of this tax is residential property, with an emphasis placed on residential property that is not owned by a resident of the defined geographic region.

A vacant property, by Melbourne's definition, is a residential property that is not occupied by the owner, the owner's permitted occupier, as a principal place of residence, or a person under a lease or short-term letting arrangement.<sup>43</sup> Residential property includes land on which a residence is being constructed or renovated where land was capable of being used solely for primarily residential purposes before the start of construction or renovation.<sup>44</sup> If a property is in this state for six months it is subject to being taxed. The sixth month period does not have to be continuous. Properties that are subject to this tax are taxed at 1% of the capital improved value.

The enforcement of this tax is based on self-reporting. Owners of vacant residential properties are required to notify the State Revenue Office by the 15th of January each year. This is reported

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<sup>39</sup> The Office of the District of Columbia, "Significant Improvements Needed in DCRA Management of Vacant and blighted property program, <https://dcauditor.org/wpcontent/uploads/2018/07/Vacant.Blighted.Report.9.21.17.pdf>

<sup>40</sup> Ibid.

<sup>41</sup> Ibid.

<sup>42</sup> Ibid.

<sup>43</sup> "Vacant Residential Land Tax." *State Revenue Office, Victoria State Government*, [www.sro.vic.gov.au/vacant-residential-land-tax](http://www.sro.vic.gov.au/vacant-residential-land-tax).

<sup>44</sup> "Vacant Residential Land Tax." *State Revenue Office, Victoria State Government*, [www.sro.vic.gov.au/vacant-residential-land-tax](http://www.sro.vic.gov.au/vacant-residential-land-tax).

through an online portal. The office then monitors and reports on said properties to ensure compliance while also working to ensure that all vacant properties are being reported.<sup>45</sup>

## Oakland Model: Vacant Property Tax Act

The vacancy tax enacted by the City of Oakland is the broadest tax of the four comparable cities. It was intended to have a distinct effect on the housing market due to the scope of taxable properties.<sup>46</sup> Within the breadth of this tax are various types of properties referred to by parcel categorization. Category 1 parcels are residential and non-residential land parcels that are both developed and undeveloped. Category 2 parcels are individually owned condominiums, duplexes, or townhouse units. And, Category 3 parcels are ground floor commercial spaces.<sup>47</sup>

Oakland has attempted to impose a tax on this wide variety of properties through their unique definition of vacancy. According to the city's municipal code, a parcel in any of the three categories is considered vacant if it is in use for less than 50 days during a calendar year.<sup>48</sup> If a property is subject to the tax, the rate is determined by the category it falls under. Category 1 parcels are subject to up to \$6,000 per year in tax payments. Category 2 and 3 parcels are subject to a maximum of \$3,000 in assessed taxes per year.

The funds from these taxes are required by law to go towards funding homelessness programs and services, affordable housing, code enforcement, and the clean-up of blighted properties and illegal dumping.<sup>49</sup>

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<sup>45</sup> Ibid.

<sup>46</sup> City of Oakland, Landreth, Sabrina B. "Vacant Property Tax Implementation Ordinance." *Vacant Property Tax Implementation Ordinance*, 2019.

<sup>47</sup> Ibid.

<sup>48</sup> Ibid.

<sup>49</sup> Ibid.



## **Objective 1:**

Determining Whether  
a Vacancy Tax Returns  
Empty Units to the  
Housing Market



# Objective 1: Determining Whether a Vacancy Tax Returns Empty Units to the Housing Market

The first objective of our analysis was to determine whether implementing a vacancy tax returns units to the market and lowers vacancy rates. To achieve this objective, we analyzed the comparison cities to determine which of them has the most similar housing market and demographic makeup to Honolulu. From this selection, we tested the effectiveness of the vacancy tax in returning units to the housing market.

To assess our first objective, we analyzed Honolulu, Washington D.C., and Vancouver using aggregated housing data from the American Community Survey 2010 to 2018 and five-year Canadian census data from 1991 to 2016. These cities were selected because they were the only three that had comparable comprehensive data available.

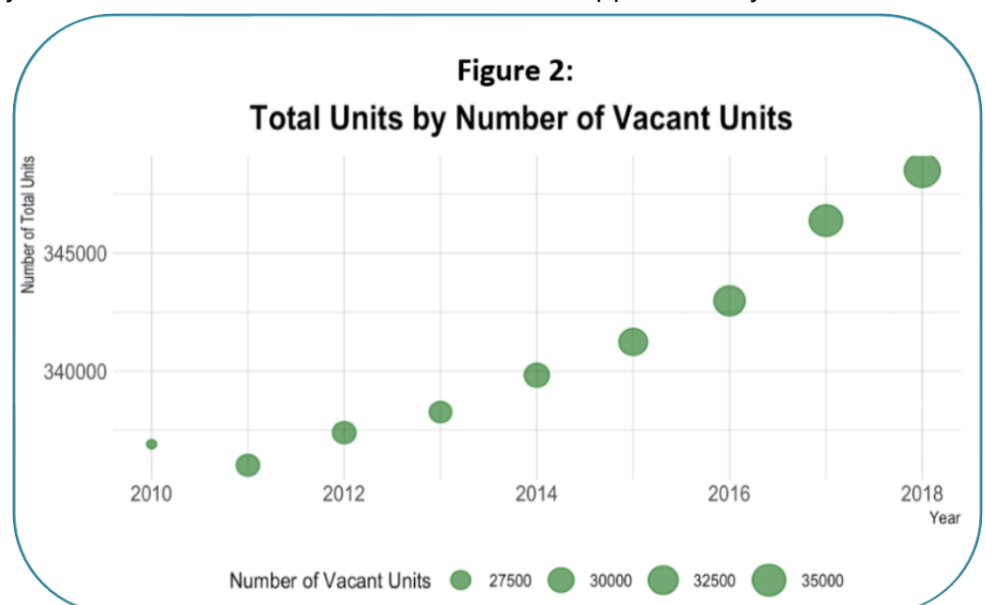
The following section is outlined as:

1. Descriptive statistics to explore key variables and comparisons of the cities to Honolulu,
2. Description of a matching method used to replicate a randomized experiment, and
3. Results of multivariate linear regressions used to determine the effectiveness of the vacancy tax.

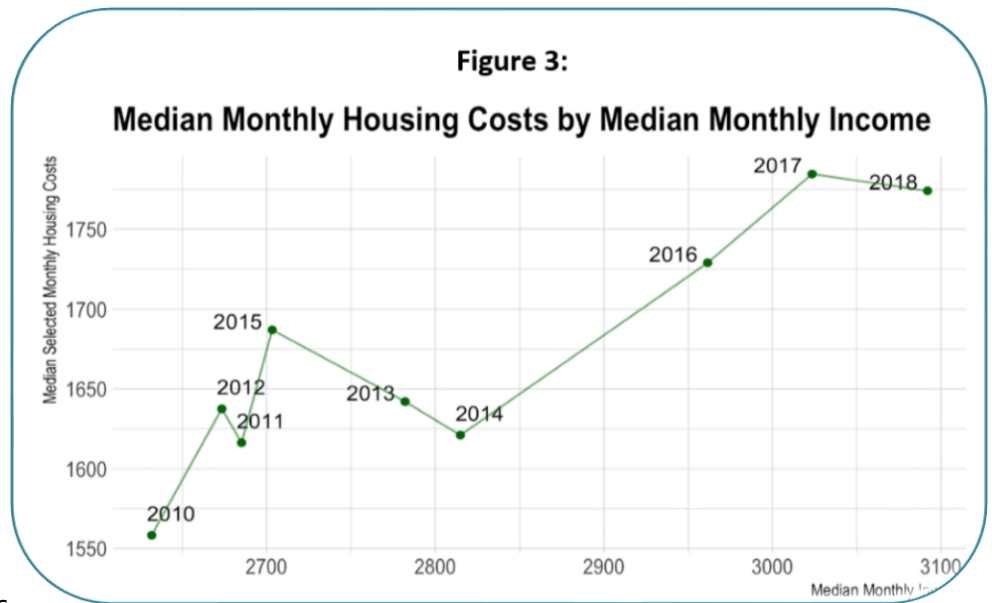
## Descriptive Data and Trend Analysis

### *Honolulu*

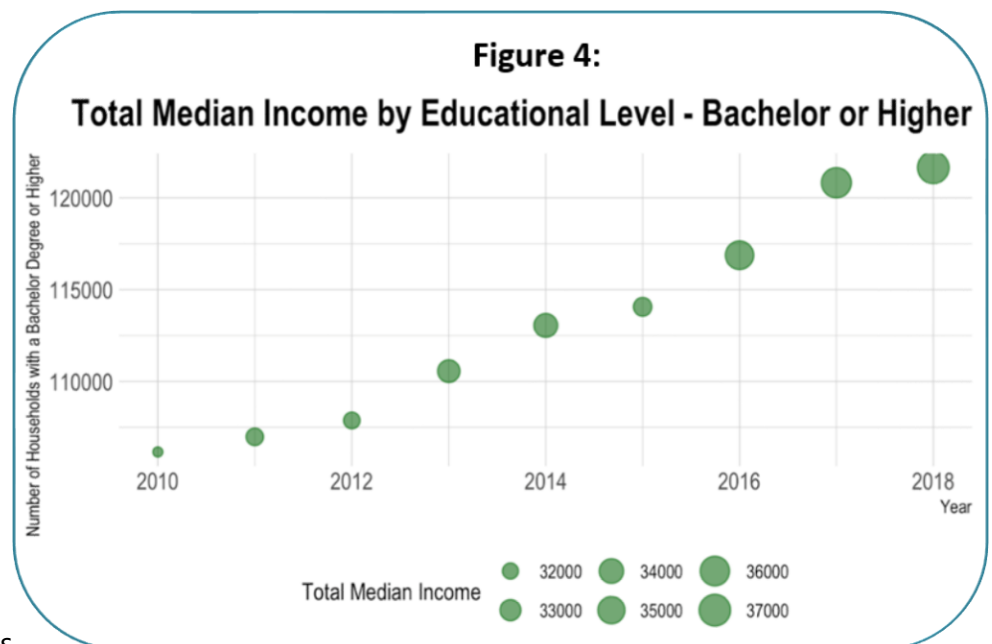
Our dataset showed that The City and County of Honolulu had a 9% average vacancy rate from 2010 to 2018. The composition of the housing market consists of 84% of households that contain the same resident(s) from the prior year, and 65% of residents are homeowners. Approximately 60% of all units contain families without children. Figure 2 shows a positive trend in the number of total units and the rise in the number of vacancies, ranging from about 25,000 in 2010 to 37,000 in 2018.



From 2010 to 2018, residents spent nearly 60% of their monthly income on monthly housing costs (mortgage payments, rent, utilities, etc.). Figure 3 shows that for any given year in Honolulu, monthly housing costs were, on average, more than half of the monthly median income for residents. Our subsequent regression analysis revealed that one of the primary reasons for Honolulu's affordable housing deficit is the cost of living relevant to wages on the island.

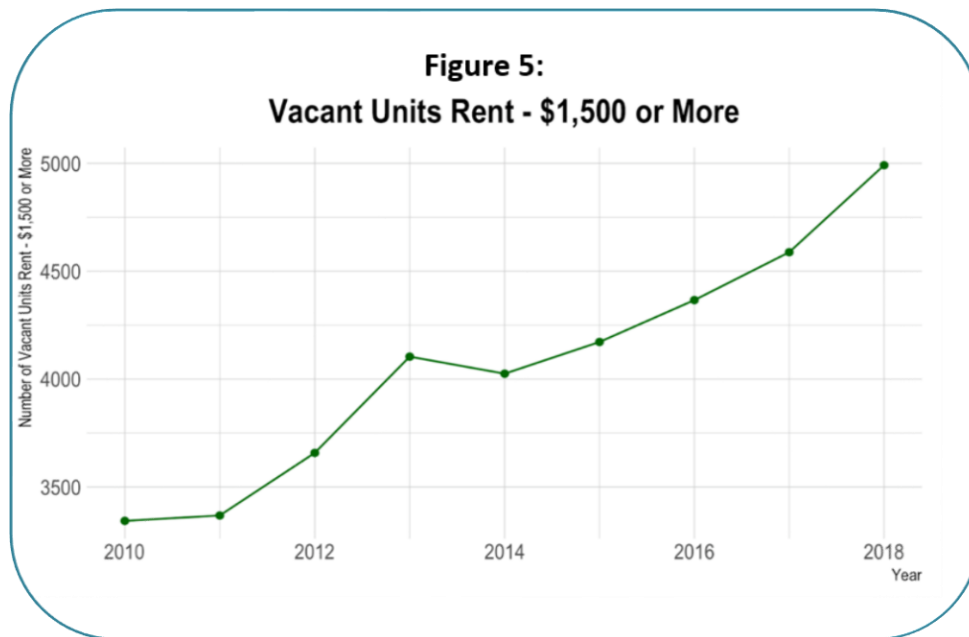


Despite stagnating wages, most Honolulu residents are highly educated. Over 30% of households had a resident with a bachelor's degree or higher. In contrast, 20% of occupants had a high school degree or equivalent as their highest level of education. The number of housing units occupied by these residents with a high school degree has consistently decreased. One key distinction between these populations is that Honolulu's higher-educated occupants are more likely to live at a residence that they own. Nearly 65% of these residents are homeowners. As displayed in Figure 4, there is a positive trend between the number of units with a bachelor's degree or higher and the annual median income. Conversely, there are fewer residents with high school degrees each year. Accounting for current educational attainment trends, our regression analyses and interviews revealed that these individuals are being priced out of the market.

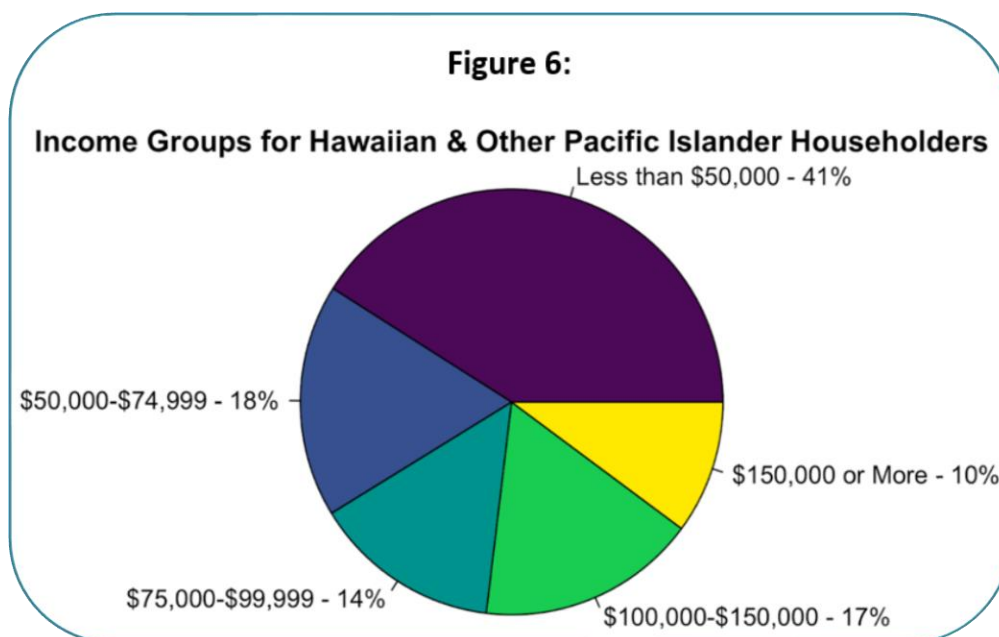


Our analysis shows that many Honolulu residents are being threatened by the expanding supply of vacant, high-priced units. With the monthly median income at approximately \$2,800, there is a rising number of vacant units that require over 50% of the average resident's monthly wages.

Figure 5 shows that the number of vacant units asking for \$1,500 or more in rent increased from about 3,300 to 5,000 over the years.



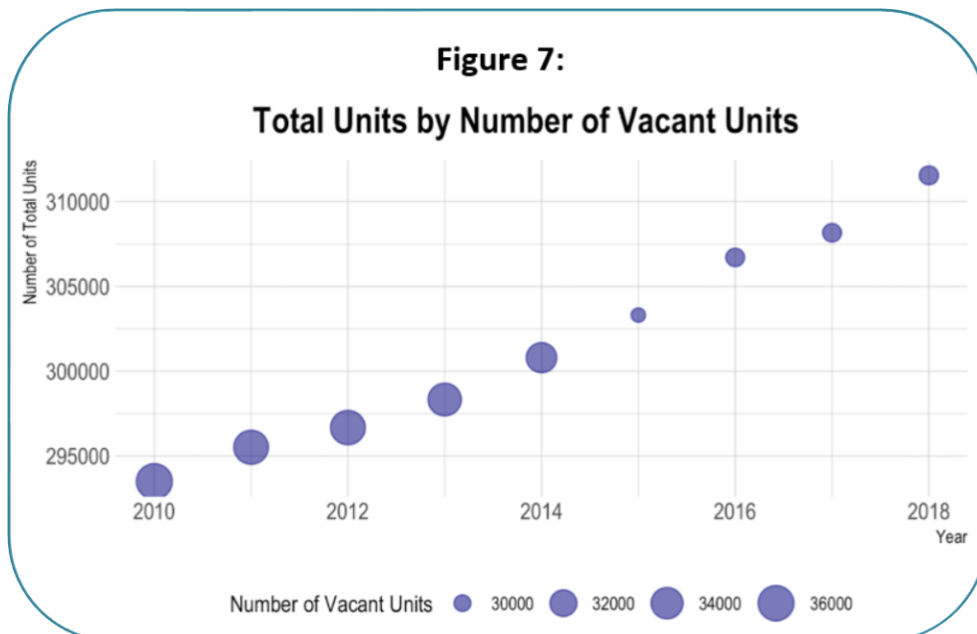
With rent rising and vacancies increasing, it is critical to examine how these changes are impacting racial groups. Of the City's occupants, 23% are White, 42% are Asian, and 6% are Native Hawaiian or from another Pacific Islander group. Figure 6 below shows that over 40% of Native Islanders make less than \$50,000. In contrast, about 30% of White and Asian householders are in the lowest income group. Only 27% of Islanders are in the top two income groups, while 37% of White and Asian residents make up the same income categories, respective to their racial/ethnic group.



## Washington D.C.

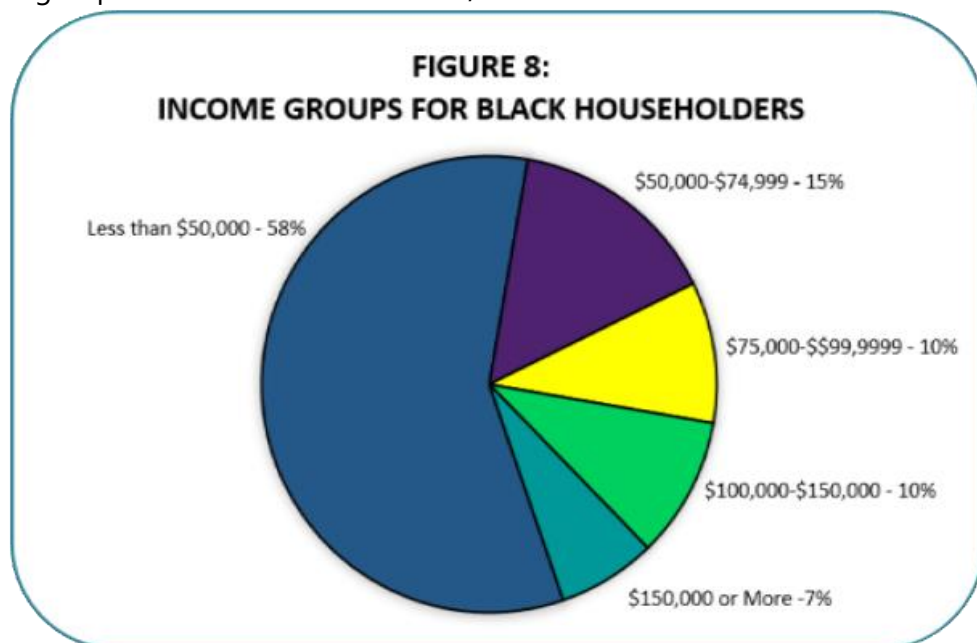
The data from Washington, D.C. showed that the district had approximately an 11% average vacancy rate from 2010 to 2018. The housing market consists of 81% of households that have the same occupant from the year prior. Most residents rent in the jurisdiction, with 58% of the City's housing units occupied by renters. Approximately 70% of all units are occupied by a family with no children.

Figure 7 indicates that although the supply of housing in D.C. has steadily increased, the number of vacant units decreased beginning in 2010 when the City's vacancy tax policy was expanded. In 2015, there was a significant decrease in vacancies corresponding with the discussions of adopting more stringent enforcement measures to the original policy.

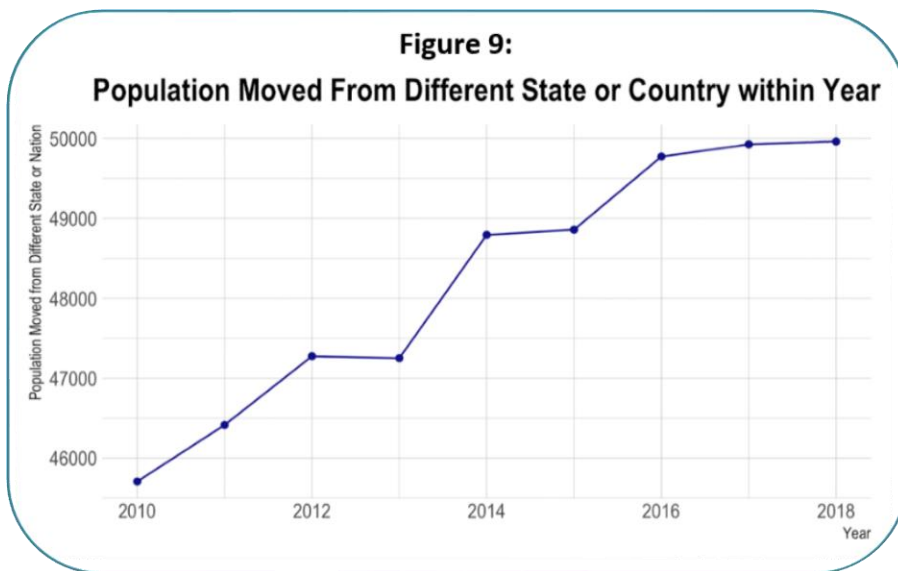


Our analysis of the housing market showed stability with housing costs over the years. From 2010 to 2018, residents in D.C. spent an average of 38% of their monthly income on housing expenses, a discernibly lower proportion than what was observed in Honolulu. To critically assess the market stability of housing costs and income, D.C. must be examined with a lens focused on racial equity. The two largest ethnic/racial groups of householders are Black/African-American and White at 41% and 36%, respectively.

African-Americans disproportionately make up the renting population with a 50% share of the market. As depicted in Figure 8, nearly 60% of African-American tenants in D.C. make less than \$50,000 annually. Only 17% of Whites made less than \$50,000, and almost 40% have an annual income of \$150,000 or more.

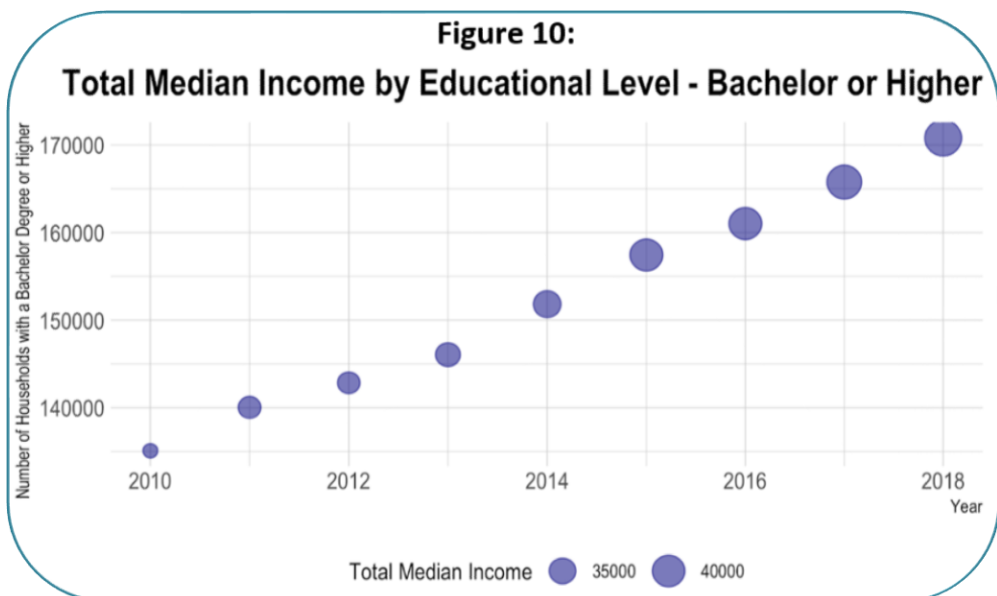


These housing inequities are further exacerbated by the increased residency of affluent out-of-state and international migrants in the jurisdiction. On average, over 48,000 residents moved from out-of-state or from a different country each year and made up about 8% of the total population during this time. The out-of-state-and-country movers have an annual median income of approximately \$58,000, which is over \$20,000 greater than both the total population and non-mover incomes. As displayed in Figure 9, the number of out-of-state or international movers increased from approximately 45,000 in 2010 to 50,000 in 2018.



When it comes to education, nearly half of D.C. residents had a bachelor's degree or higher, while only 5% had a high school degree equivalency or less. About half of occupants with a bachelor's degree or higher rent, while the other half own their residence. However, approximately 75% of occupants with a high school degree are renters. As Figure 10 depicts below, there is a positive trend between the number of units with a bachelor's degree or higher, which increased by over 35,000, and the annual median income. Educational attainment explains a great deal of the housed population statistics.

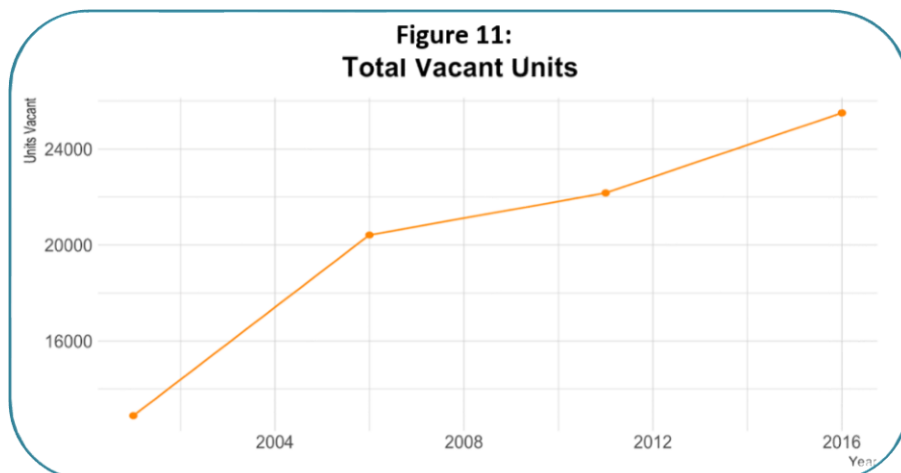
Similar to the trend in Honolulu, there are fewer residents with only high school degrees each year. Along with our interviews, this descriptive analysis reveals that as the population becomes more educated and affluent, the construction of high-priced units is increased to target this group.



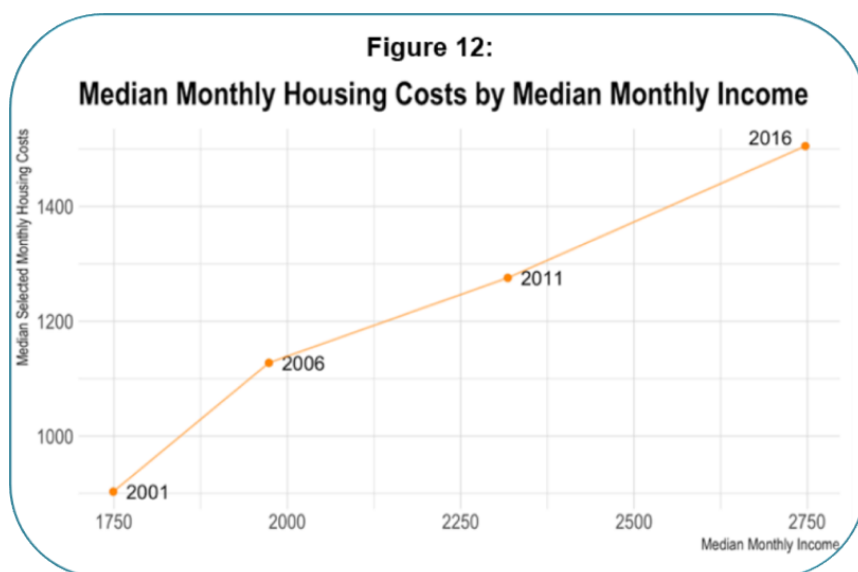


## Vancouver

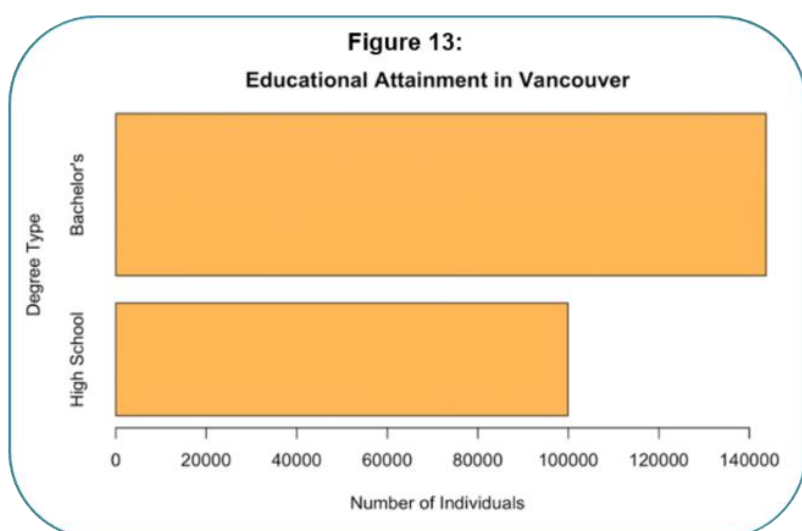
From 1991 to 2016, Vancouver had a 5% vacancy rate across 256,000 total units. The majority of residents rent in the City, representing 55% of the housing market. As Figure 11 shows, the number of total vacant units has moderately risen from approximately 20,000 to just below 26,000 from 2005 to 2016.



A third of Vancouver's residents spend 30% or more on housing costs, and across the City, monthly housing costs are more than 50% of the median monthly income. As Figure 12 shows, as monthly housing costs and monthly earnings increased at a similar rate.



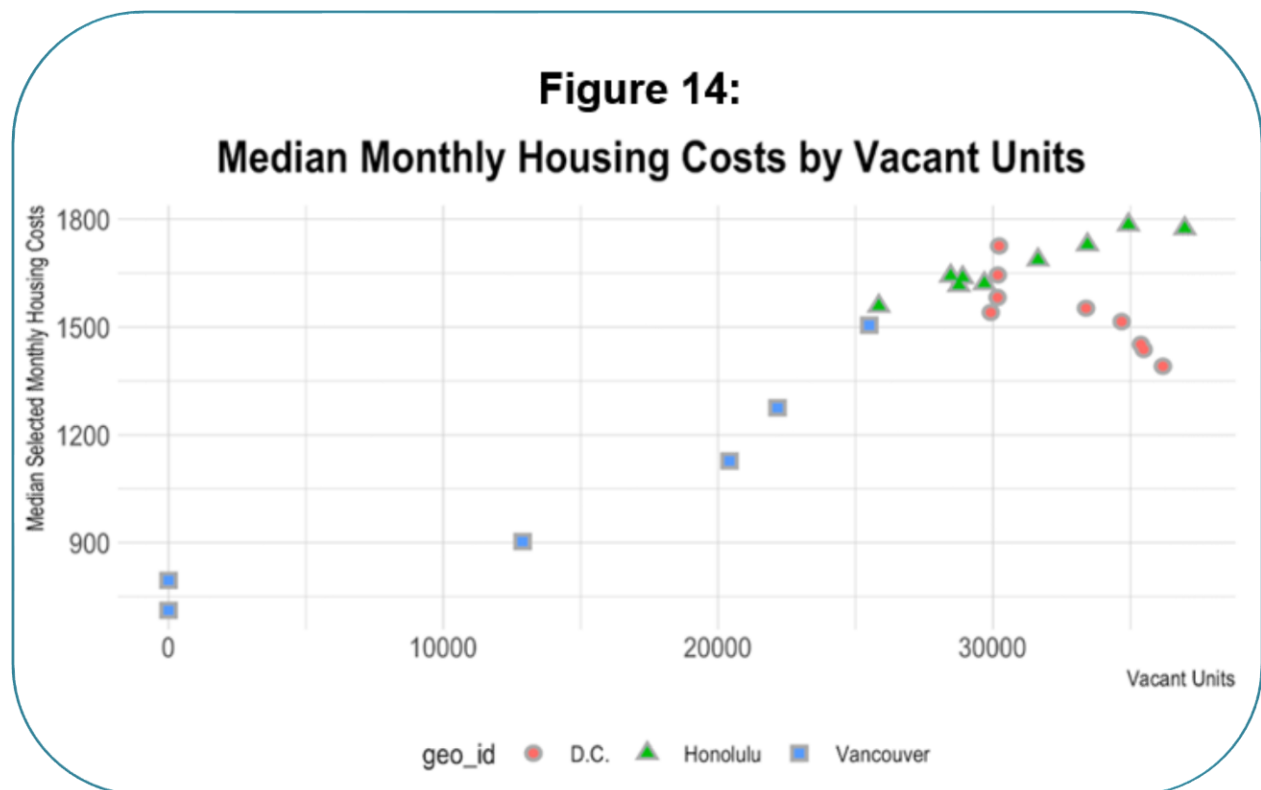
From 1991 to 2016, educational attainment in Vancouver was dispersed more evenly across degree types than in the other comparison cities. As Figure 13 shows below, 38% of adults have a bachelor's degree, and 26% have a high school degree or equivalency.



While our analysis established several important housing and population trends in Vancouver, there are limitations with the available data. According to the data that is available and our interviews with stakeholders in Vancouver, income is a prominent contributing factor in the housing market.

## Descriptive and Trend Analysis Findings

Our descriptive analysis, in accordance with the information from our conducted interviews, showed that Washington D.C. had the most similar housing market to Honolulu. Conversely, Vancouver is dissimilar to the two cities in significant ways. The most prominent of these differences include demographic and racial makeup, educational status, housing costs, and the number of vacancies. Intuitively, there is a positive trend for all three cities between the number of vacant units and monthly housing costs. However, Honolulu and Washington D.C. are the most similar, as depicted by the clustering in the top right of the Figure 14 below. All facts considered, we proceeded with Washington D.C. as the primary comparison for our vacancy tax program evaluation with regards to returning units to the market.



Although we did not include Vancouver in our regression analyses, the benefits of its vacancy tax were compiled by the City in its *Second Annual Empty Homes Tax Report*.<sup>50</sup> Published in 2019, the report states that 1,989 properties were vacant in 2018, which was 549 fewer vacant properties than in 2017. The reduction in properties equates to a 22% drop, indicating an equivocal positive effect of the vacancy tax to return units to the Vancouver market.

<sup>50</sup> Housing Vancouver, City of Vancouver, “Empty Homes Tax Annual Report”, November 1, 2019, pg. 2, <https://vancouver.ca/files/cov/vancouver-2019-empty-homes-tax-annual-report.pdf>

## Data Matching to Replicate a Randomized Experiment

The process of implementing a vacancy tax in Washington D.C. was not done in a vacuum, so the treatment (a vacancy tax policy) in our study could not be randomly assigned as it would be in the ideal setting of a controlled experiment. Therefore, when estimating causal effects using observational data, it is recommended to replicate a randomized experiment as closely as possible by obtaining similar treated and control groups, known as matching. This goal can often be achieved by choosing similar samples of the original treated and control groups, reducing bias in the covariates. However, it is important to note that over-manipulating the observational dataset can lead to bias by removing too many observations. Matching methods are widely accepted and a recommended practice in social science research.

<b>Table 1:</b>	<b>Honolulu</b>	<b>D.C. (Pre-Vacancy Tax)</b>
Total Housing Units	1537	1660.7
Total Units Occupied	1389.6	1467.2
Total Units Vacant	147.5	193.5
Total Population	4123	3215
Out of State/Country Migrants	190.5	247.1
Householder w/ Any College Educ.	951.2	1025.4
Median Household Income	\$90,127.30	\$89,424.40
Median Individual Income	\$35,051.70	\$39,708.10
Median Monthly Housing Costs	\$1,687.10	\$1,588.60

We kept the Washington D.C. census tracts that were most similar to the Honolulu observations to create similar control (Honolulu) and treatment (Washington D.C.) groups. Statistics for the two cities could not be perfectly matched, because doing so would have required removing additional D.C. observations and could have compromised our findings. For the purposes of our regression analyses, the most important categories to closely match are median household income, median individual income, and median monthly costs. As recorded in Table 1, the results of our matching process were successful and allowed the subsequent regressions to produce robust and credible results.

## Regression Analyses to Evaluate the Vacancy Tax

The purpose of our regression analysis was to conduct a program evaluation of an existing vacancy tax policy to determine if the implementation of the tax led to an increase, decrease, or no effect on the number of vacant units. We chose to use a multivariate linear regression model to understand the inherent and unique relationships between independent variables and the effect that they have on the number of vacant units. We chose our independent variables based on our literature review, interviews, and trend analysis. Those variables were then subjected to a correlation test, which determined if they overlapped to the point that their inclusion led to bias in our model. (See Table 2 for regression analysis results.) Each variable has an estimate that shows the expected change to the number of vacant units for every unit increase in the variable.

Table 2: Effect on Number of Vacant Units			
	(1) Honolulu	(2) D.C. (Pre-Vacancy Tax)	(3) D.C. (Post-Vacancy Tax)
(1) Vacancy Tax	- -	- -	<b>-15.147**</b> (7.692)
(2) Total Housing Units	<b>0.597***</b> (0.0320)	<b>0.338***</b> (0.0300)	<b>0.333***</b> (0.0230)
(3) Family Units w/Children	<b>-0.463***</b> (0.0360)	<b>-0.291***</b> (0.0470)	<b>-0.281***</b> (0.0330)
(4) Out of State/Country Migrants	<b>0.275***</b> (0.0430)	<b>0.128***</b> (0.0480)	<b>0.086***</b> (0.0310)
(5) Individual Median Income (\$)	<b>0.003**</b> (0.00100)	<b>-0.0002</b> (0.00100)	<b>-0.001**</b> (0.00100)
(6) Units w/Householder w/Any Level of College Educ.	<b>-0.613***</b> (0.048)	<b>-0.306***</b> (0.037)	<b>-0.292***</b> (0.028)
(7) Household Median Income (\$)	<b>0.0004</b> (0.0004)	<b>0.001***</b> (0.0002)	<b>0.001***</b> (0.0002)
(8) Median Monthly Housing Costs - Rent/Mortgage & Utilities (\$)	<b>0.106***</b> (0.027)	<b>-0.037</b> (0.024)	<b>-0.007</b> (0.017)
(9) Constant	<b>-353.273***</b> (44.164)	<b>9.58</b> (36.900)	<b>-8.538</b> (27.940)
Observations	227	169	322
Adjusted R2	0.712	0.654	0.638
<p>Note: Statistically Significant at:  *<math>p &lt; 0.1</math>; **<math>p &lt; 0.05</math>; ***<math>p &lt; 0.01</math>  *R-squared indicates the percentage of the variance in the dependent variable that the independent variables explain.</p>			

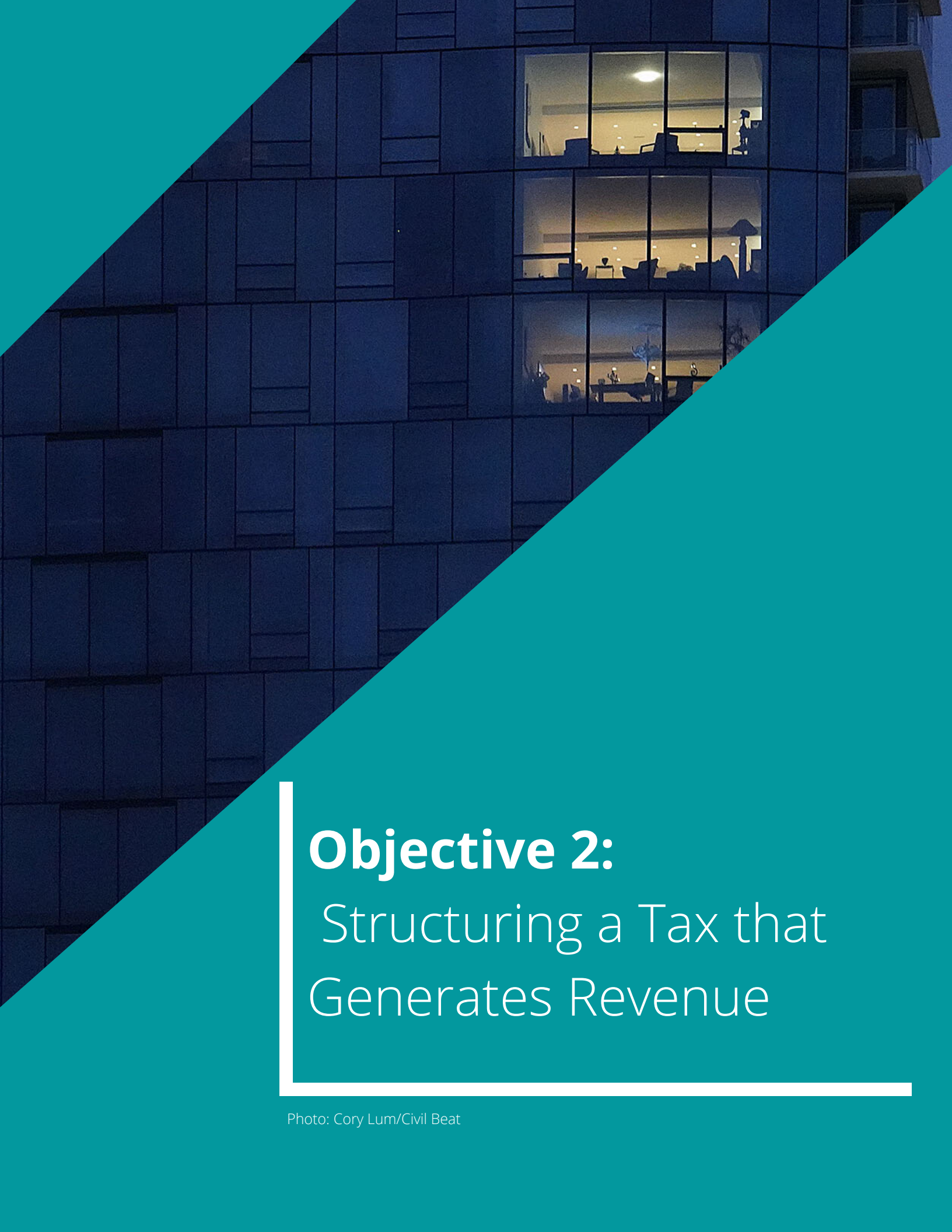
## Findings

Our analysis reveals several significant findings and interpretations of the covariate estimates:

- **Our regression substantiates the credible causal claim that the vacancy tax has had a statistically significant effect of reducing the number of vacant units in Washington, D.C.**
  - All factors equal, the effect of the vacancy tax has led to an average *fifteen* vacant unit reduction in D.C. census tracts [Column (3) – Row (1)].
- **As the supply of housing increases in a census tract, vacant units increase.** Our interviews suggest that housing is built at a rate that exceeds demand, and new units often remain vacant.
- **As more families with children live in a census tract, vacant units decrease.** Information from our interviews establishes that families with children are actively pursuing permanent housing. We also understand that families with children are less likely to move year-to-year and are responsible for fewer vacancies.
- **As more individuals from out of state or from a different country move to a census tract, vacant units increase.** From our conversations with community stakeholders, the arrival of out of state/country movers often indicates affluent migrants vacationing in these districts. This effect generally leads to second homes that remain vacant throughout much of the year.
- **In Honolulu, as individual median income increases in a census tract, vacant units increase.** Our research shows that this trend is in part the result of developers targeting higher-income individuals.
- **In Washington D.C., as individual median income increases in a census tract, vacant units decrease.** Our interviews state that higher median incomes in D.C. indicate that the residents have housing security along with the ability to move.
- **As the number of household occupants with any college education increases in a census tract, vacant units decrease.** Our research shows that formally educated householders have unique insights into the housing market and non-financial resources that connect them with permanent housing.
- **In Washington D.C., as household median income increases in a census tract, vacant units increase.** Our research shows that this is likely the result of developers targeting higher-income families by building higher-priced units.
- **In Honolulu, as housing costs increase in a census tract, vacant units increase.** Several of our conducted interviews stated that many Honolulu residents are being priced out of the market, which is leading to higher vacancy rates.



The results of our program evaluation validate the potential of a vacancy tax to return vacant units to the market in Washington, D.C. As established in the descriptive data and trend analysis, and regressions, there are considerable similarities between the housing markets in Honolulu and Washington D.C. The combination of these proven similarities and the statistically significant effect of the vacancy tax in D.C. led us to conclude that a credible claim can be made that a vacancy tax can return vacant units to the housing market in Honolulu.



## **Objective 2:**

# Structuring a Tax that Generates Revenue

Photo: Cory Lum/Civil Beat

## Objective 2: Structuring a Tax that Generates Revenue

To address the second objective of generating revenue, we analyzed several structural components of vacancy taxes which were identified through our research of existing vacancy taxes and through our expert interviews. Using our interview data, we assessed the options for each structural component along our four criteria. Through this analysis, we developed recommendations for each component and ultimately, constructed a recommended vacancy tax structure. The table below categorizes the components and the available options for each vacancy tax alternative.

**Table 3: Vacancy Tax Components**

Time Unoccupied to be Determined "Vacant"	Tax Rate	Taxable Property	Exemptions for Buildings	Exemptions for Owners	Enforcement Mechanism
30 days	1% of the capital improved value (CIV)	Residential property	Transfer of Property/If the owner inherited the subject property during that calendar year.	Death of Registered Owner	Self-Exemption (applying for exemption w/ evidence)
50 days	1% of assessed value	Commercial buildings	Construction or pending construction	Proven financial hardship	Determining vacancy through water utility data
3 months	1% - 5% of assessed value	Blighted vacant buildings	A property is used as a holiday home for at least 4 weeks per year	If the owner is at least 65-years old	Determining vacancy through electric utility data
6 months	>5% of assessed value	Undeveloped Land Parcels	Occupancy for full-time employment/ A property used by the owner for work purposes for at least 140 days per year	Resident residing in a hospital, long term or supportive care facility	Determining vacancy using postal service
9 Months (270 Days)	Graduated Tax Rate Based on Property Value Tiers	Ground floor commercial spaces	Court order prohibiting occupancy	The same owner cannot receive more than three cumulative years of exemptions	Auditing vacant units
1 year	Graduated Tax Rate Based on Income Tax Tiers	---	For sale or advertised for rent, but not to exceed one year from the initial listing of rent or sale	If the owner was serving in the military and was deployed overseas for at least 60 days	--

# Criteria to Analyze Empty-Homes Tax Components

We utilized the criteria of revenue generated, administrative burden, political feasibility, and equity to evaluate the options across each structural component. All the criteria demonstrated to be of equal importance based on the qualitative interviews and our client's objectives and were deemed necessary for a vacancy tax to be implemented successfully.

## *Revenue Generated*

All 21 interviews expressly covered the topic of potential revenue-generating capacity. This discussion directly addressed feasible tax rates, vacancy time frame, revenue use, and alternative methods of revenue generation. Revenue generation allows the City to have a dedicated fund for affordable housing development and other housing-related initiatives; therefore, our goal is to ensure this by measuring the projected revenue of the tax.

## *Administrative Burden (Capacity and Personnel)*

The administrative burden criteria include the expected required capacity for enforcement and subsequent expected capture rate. In our 10 interviews with Honolulu city officials, politicians, and those who regularly work with city officials we expressly covered the topic of administrative burden. In these discussions we addressed staffing, hiring, IT demands, data collection, capacity, and prior experience.

## *Political Feasibility*

Political feasibility is constituted by the likelihood of the policy passing into law as well as the expected backlash. In 15 of our interviews with Honolulu city officials, stakeholders, and representatives from our comparison cities, we expressly covered the topic of political feasibility. This covered the likelihood of passage, the timeline of implementation, the history of tax reforms, potential pitfalls of tax policy, and the polarization of local officials

## *Equity*

Accounting for equity ensures that the tax targets the right population. All 20 interviews expressly covered the topic of equity. For our purposes, equity was discussed in relation to who would be taxed, how this tax might affect lower-income populations and/or heirs, targeted taxation, appropriate tax rates, and the race/class standing of property owners.

# Analysis of Empty-Homes Tax Structural Components

We analyzed the various vacancy tax structural components (Property Type, Tax Rate, Exemptions, Enforcement Mechanisms, and Timeframe) using the qualitative data collected in our interviews. These 21 interviews were conducted with officials and stakeholders in Honolulu, Vancouver, Oakland, and Washington D.C. In each interview, we followed an interview guide, asking the informant about each structural component's options and its efficacy. We then collectively interpreted these responses in order to distill clear and concise findings. Our findings use a broad ranking of the data we collected. These rankings are presented in summary tables beneath the analysis of each structural component. The following rankings are based on this process:

Rankings
Good Fit
Acceptable Fit
Poor Fit/Not Recommended
Unclear Based on Our Interview Data

## *Analysis of Property Type*

The first structural component analyzed was the type of property to be taxed in the City and County of Honolulu. In our interview with the Mayor, he insisted that the main target of this tax be residential property.<sup>51</sup> Multiple interviews expressed this same sentiment and specifically aimed to tax expensive luxury residential development and condominiums.<sup>52</sup> The community advocates we spoke with noted that the income and employment status of many island residents simply cannot support this current housing stock.<sup>53</sup> While applying the tax only to residential property will generate the least revenue, since it would affect the least amount of land, it allows for greater political feasibility by targeting wealthier residents and out-of-state residents; it also serves as a more equitable approach since it is often the case that smaller commercial properties are vacant due to financial challenges, neighborhood blight, or lack of business rather than intention.<sup>54</sup> Interviews led us to understand that luxury residential property is often used by specific high-income residents and visitors to Oahu.<sup>55</sup> Though landowners tend to be voters, off-shore investors

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<sup>51</sup> Kirk Caldwell, Mayor, City and County of Honolulu, interviewed by Mary Daou, January 23, 2020.

<sup>52</sup> Marc Alexander, Client.; Deputy Director, Land Use Permits Division, and Director, Department of Planning and Permitting, interview by Dickran Jebejian et al., February 27, 2020.; Retired Attorney, Housing Advocate, interview by Adam Barsch et al., February 28, 2020.; Acting Executive Director, F.A.C.E., Faith Action for Community Equity, interview by Dickran Jebejian et al., February 27, 2020.; President/CEO, The Savio Group, interview by Dickran Jebejian et al., March 2, 2020.

Chief of Staff, Office of City Council Chair Ikaika Anderson, interview by Dickran Jebejian et al., March 2, 2020; Philip Garboden, PhD University of Hawaii, Department of Urban and Regional Planning, interview by Dickran Jebejian et al., March 2, 2020.

<sup>53</sup> Acting Executive Director, F.A.C.E. *Interview*. February 27, 2020.; Policy and Data Analyst, Hawaii Budget and Policy Center, Hawaii Appleseed, interview by Dickran Jebejian et al., March 2, 2020.; Philip Garboden, PhD. *Interview*. March 2, 2020.

<sup>54</sup> Kirk Caldwell, Mayor, City and County of Honolulu, interviewed by Mary Daou, January 23, 2020.

<sup>55</sup> President/CEO. *Interview*. March 2, 2020.; Retired Attorney. *Interview*. February 28, 2020.



and non-residents do not vote in local elections. Those that do live in Honolulu are a minority of the total voting population.<sup>56</sup>

Conversations with officials from the City of Oakland pointed to added complexity associated with the taxation of vacant land, and an economics and real estate expert from Washington D.C. claimed that the taxation of multiple property types made their bill nearly unenforceable.<sup>57</sup> By targeting only residential property, a vacancy tax will have a lower administrative burden than if it targets other property types. This tax will also work towards greater equity by primarily taxing residential property that is not in regular use. Such a vacancy should either return these properties to market or generate revenue for affordable housing, achieving two of the City's objectives and thereby creating more housing on Oahu.<sup>58</sup>

Table 4: Analysis of Property Type				
Property Type	Revenue Generated	Admin Burden	Political Feasibility	Equity
Residential	Acceptable	Good	Acceptable	Good
Residential & Land	Acceptable	Acceptable	Poor	Poor
Residential, Land, & Commercial	Good	Poor	Poor	Unclear

## Analysis of Tax Rate

In order to have a relative idea of the amount of revenue generated by different tax rates, we generated predictions of tax revenue for different vacancy tax rates using an estimate of the value of homes owned by out-of-state owners.<sup>59</sup> This value estimate was presented in "An Analysis of Real Property Tax", a report from the Research and Economics Analysis Division of the Department of Business, Economic Development, and Tourism in October 2017. The report compiles the total value of properties owned by out-of-state owners. The total value is estimated as \$13,634,475,235.<sup>60</sup> We multiplied this property value by the percent tax in order to create those predictions. While these assumptions mean that these numbers cannot be relied upon as accurate projections, they can be used to compare options against one another. The calculations are seen in Table 5. For more information, please see Appendix H.

<sup>56</sup> Former State Assembly Member, Honolulu, State of Hawaii, Interview by Dickran Jebejian and Adam Barsch, March 2, 2020.

<sup>57</sup> Rick Rybeck, Director, Just Economics LLC, interview by Dickran Jebejian and Adam Barsch, March 11, 2020; Revenue and Tax Administrator and Revenue Analyst, Finance Department, City of Oakland, interview by Adam Barsch, Erika Cervantes, and Mary Daou, March 10, 2020.

<sup>58</sup> Acting Executive Director, F.A.C.E. Interview. February 27, 2020.; Policy and Data Analyst. Interview. March 2, 2020.; Philip Garboden, Phd. Interview. March 2, 2020.; Chief of Staff. Interview. March 2, 2020.; Former State Assembly Member, Honolulu. Interview. March 2, 2020.; President/CEO. Interview. March 2, 2020.

<sup>59</sup> Department of Business, Economic Development and Tourism, Research and Economic Analysis Division, "An Analysis of Real Property Tax in Hawaii", Appendix I, October 2017, pg. 54, [https://files.hawaii.gov/dbedt/economic/data\\_reports/property\\_tax\\_report\\_2017.pdf](https://files.hawaii.gov/dbedt/economic/data_reports/property_tax_report_2017.pdf)

<sup>60</sup> Ibid.

Table 5: Analysis of Predicted Revenue by Tax Rate		
Tax Rate	Equation	Predicted Revenue
1%	$\$13,634,475,235 \times .01$	\$136,344,752.35
2%	$\$13,634,475,235 \times .02$	\$272,689,504.70
3%	$\$13,634,475,235 \times .03$	\$409,034,257.05
5%	$\$13,634,475,235 \times .05$	\$681,723,761.75
7%	$\$13,634,475,235 \times .07$	\$954,413,266.45
Average of 1%, 3%, 5% (Used for graduated tax rate based on Property Value)	$(\$136,344,752.35 + \$409,034,257.05 + \$681,723,761.75)/3$	\$409,034,257.05

Previously, a 1% flat vacancy tax rate had been considered, as seen in the Oahu Resiliency Plan.<sup>61</sup> However, our interviews indicated that a higher tax rate would be politically feasible, lead to more units returning to the market and generate more revenue, thereby making a higher tax rate more desirable. Given that many of the objectives in the Oahu Resiliency Plan are similar to those of Vancouver, it is prudent to raise a similar amount of revenue.<sup>62,63</sup> A 1% tax rate would generate \$136,344,752.35 at a 100% capture rate. While there are no precise estimates on other cities' capture rates, city officials in Oakland approximated a 50% capture rate based on their qualitative experience.<sup>64</sup> If we assume a 50% capture rate on the tax, this would generate \$68,172,376.18 in Honolulu. Granted, the generated revenue will be lower due to claimed exemptions and listing vacant properties on the market. After all of these factors are considered, a 1% tax rate would therefore generate a comparable amount of revenue generated by Vancouver's vacancy tax, which was \$38 million.<sup>65</sup> It is also equitable because the 1% flat rate is based on property value, meaning that it scales up with the value of the residence. If we assume property value increases with income, even a flat 1% tax rate would be progressive and more equitable. It also provides the opportunity to increase the tax rate in the future, as Vancouver is currently doing. We arrived at 1% because it is politically feasible and matches Vancouver's generated revenue.

A graduated tax rate based on the value of residential property would generate an equally comparable number and our interviews demonstrated a desire for a graduated tax rate in Honolulu. However, this approach would lead to more administrative burden as well as confusion,

<sup>61</sup> "O'ahu Resilience Strategy," City and County of Honolulu Office of Climate Change, Sustainability and Resiliency, accessed March 1, 2020, <https://www.resilientoahu.org/resilience-strategy>.

<sup>62</sup> "O'ahu Resilience Strategy," City and County of Honolulu Office of Climate Change, Sustainability and Resiliency, accessed March 1, 2020, <https://www.resilientoahu.org/resilience-strategy>.

<sup>63</sup> "Housing Vancouver Strategy", Housing Vancouver, City of Vancouver, Published 2017, <https://council.vancouver.ca/20171128/documents/rr1appendixa.pdf>

<sup>64</sup> Revenue and Tax Administrator and Revenue Analyst, Finance Department. *Interview*. March 10, 2020

<sup>65</sup> Housing Vancouver, City of Vancouver, "Empty Homes Tax Annual Report", November 1, 2019, pg. 5, <https://vancouver.ca/files/cov/vancouver-2019-empty-homes-tax-annual-report.pdf>

making it less politically and administratively feasible.<sup>66,67</sup> Additionally, it is unclear how property values would be categorized and accordingly, taxed. This combination of factors led us to disregard a graduated tax rate.

Ultimately, a 1% flat tax rate provides the best balance of political and administrative feasibility, while also generating enough revenue for the Affordable Housing Fund under the Oahu Resilience Strategy.<sup>68</sup>

Table 6: Analysis of Tax Rate				
Tax Rate	Revenue Generated	Admin Burden	Political Feasibility	Equity
Flat Rate - 1% or Less	Poor	Acceptable	Good	Acceptable
Flat Rate - 1% - 5%	Acceptable	Acceptable	Good	Acceptable
Flat Rate - More than 5%	Unclear	Acceptable	Poor	Poor
Graduated - Property Value	Good	Acceptable	Acceptable	Acceptable
Graduated - Income	Unclear	Poor	Acceptable	Good

## Analysis of Exemptions

There are many reasonable exemptions for allowable vacancies that must be considered when implementing a tax of this nature. A list of exemptions compiled from our comparison cities and from our interviews are found in Appendix F. Though there are many exemptions that should be considered in Honolulu, interviews with officials from Oakland and stakeholders from Washington, D.C. illuminated the many enforcement issues that come with a long list of exemptions.<sup>69</sup> Noting their experience, it is clear that exemptions must be limited, simple, and therefore, administrative. These exemptions should take into account concerns about negative externalities that would negatively affect equity. Any exemption will result in less overall taxation and thus generate less revenue. They will create more administrative burden, but without exemptions political feasibility will be very low, so a balance is necessary. While this is a comprehensive list of possible exemptions, community engagement should be used to determine the proper exemptions.

<sup>66</sup> Retired Attorney. *Interview*. February 28, 2020.; Philip Garboden, PhD. *Interview*. March 2, 2020.; President/CEO. *Interview*. March 2, 2020.

<sup>67</sup> Associate Director, Revenue Services and Project Manager, Revenue Services, City of Vancouver, Interview by Dickran Jebejian et al., February 3, 2020.

<sup>68</sup> "O'ahu Resilience Strategy," City and County of Honolulu Office of Climate Change, Sustainability and Resiliency, accessed March 1, 2020, <https://www.resilientoahu.org/resilience-strategy>.

<sup>69</sup> Revenue and Tax Administrator and Revenue Analyst, Finance Department. *Interview*. March 10, 2020; Rick Rybeck. *Interview*. March 11, 2020

## *Analysis of Tax Enforcement Methods*

In each interview, we asked our respondents about their opinions on enforcement mechanisms and the ability of the local government to carry out enforcement. We gained an understanding of the enforcement options and capabilities available to the City and County of Honolulu. The following enforcement mechanisms were discussed: an owner-occupied tax exemption, monitoring water usage through utilities, monitoring electricity usage through utilities, monitoring the mail through USPS, self-reporting through Homeowners Associations, a blanket tax that requires exemption (opt-out), and self-reporting (opt-in).

Through the interview process, it became clear that the USPS and electrical utility monitoring are non-starters. As noted by city officials, developers, and academic researchers, the USPS is a federal entity, and thus not under the jurisdiction of the City and County.<sup>70</sup> Our interviews also illuminated two major issues with electricity monitoring. First, electrical utilities on the island are privately owned and operated and the local government is not involved in billing and usage.<sup>71</sup> Second, due to the abundance of good weather and thus sunlight, many homes have solar power which would make monitoring difficult.<sup>72</sup> According to the developer we interviewed, most new condominium developments and high-end neighborhoods on the island have HOAs.<sup>73</sup> However, they are not part of the city government, and though HOAs are already responsible for many different enforcement mechanisms, using them to monitor vacancy would create no incentive for honest reporting.<sup>74</sup>

There were methods the interviewees believed would function as proper enforcement mechanisms. Residents already file owner-occupancy exemptions for property tax purposes.<sup>75</sup> Due to prior revenue negotiations, these taxes are collected at the local level.<sup>76</sup> Interviews with officials and stakeholders noted that at a minimum this tax form can be used to initially monitor vacancy based on occupancy.<sup>77</sup> City Council staff clearly stated that water utilities, though semi-autonomous, are a part of the local government, making it a viable option for monitoring and enforcement.<sup>78</sup> While some interviewees expressed concerns about older buildings not having split metering, most new developments do.<sup>79</sup> To address split metering concerns, buildings can be monitored as a whole with estimates of average unit use applied to the total units in a building.<sup>80</sup> This calculation would create a guide for enforcement staff to audit.

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<sup>70</sup> Philip Garboden, PhD. *Interview*. March 2, 2020.; President/CEO. *Interview*. March 2, 2020.; Chief of Staff. *Interview*. March 2, 2020.

<sup>71</sup> Retired Attorney. *Interview*. February 28, 2020.; President/CEO. *Interview*. March 2, 2020.; Chief of Staff. *Interview*. March 2, 2020.

<sup>72</sup> Retired Attorney. *Interview*. February 28, 2020.

<sup>73</sup> President/CEO. *Interview*. March 2, 2020.

<sup>74</sup> Philip Garboden, PhD. *Interview*. March 2, 2020.

<sup>75</sup> Former State Assembly Member, Honolulu. *Interview*. March 2, 2020.; Retired Attorney. *Interview*. February 28, 2020.

<sup>76</sup> Policy and Data Analyst. *Interview*. March 2, 2020.

<sup>77</sup> Retired Attorney. *Interview*. February 28, 2020.; Former State Assembly Member, Honolulu. *Interview*. March 2, 2020.; Marc Alexander, Client. *Interview*. January 30, 2020.

<sup>78</sup> Chief of Staff. *Interview*. March 2, 2020.; President/CEO. *Interview*. March 2, 2020.; Philip Garboden, PhD. *Interview*. March 2, 2020.; Deputy Director, Land Use Permits Division, and Director. *Interview*. February 27, 2020.

<sup>79</sup> President/CEO. *Interview*. March 2, 2020.; Philip Garboden, PhD. *Interview*. March 2, 2020.

<sup>80</sup> Philip Garboden, PhD. *Interview*. March 2, 2020.

The enforcement of this tax effort would likely be the duty of either DPP or the Property Tax Department (PTD), neither of which currently have the capacity for robust enforcement. Our interviews with DPP made it clear that they are currently struggling to enforce recent legislation restricting Airbnb properties on Oahu.<sup>81</sup> The department was not given funding for additional staff to carry out enforcement efforts, and as a result, it has a large backlog of complaints being handled in an ad hoc manner.<sup>82</sup> City Council staff seemed to believe that this could be remedied in PTD for the purposes of an empty homes tax.<sup>83</sup> The current PTD resides in multiple places within the structure of the city government.<sup>84</sup> According to our interviews, the combined salary budget allocated to assess and collect property taxes is about \$10 to \$12 million annually, and an increase of 1-2% to bring on enforcement staff would be reasonable and politically feasible.<sup>85</sup> This funding can go towards either full-time staff, or it may be allocated to hire third-party staff that can do enforcement on an as-needed basis.

We believe that a mixed methods enforcement system, utilizing water usage and required exemptions, in combination with a 1-2% increase in budget for enforcement staff would be sufficient to implement a tax of this nature.

<b>Table 7: Analysis of Enforcement Mechanism</b>				
<b>Enforcement Mechanism</b>	<b>Revenue Generated</b>	<b>Admin Burden</b>	<b>Political Feasibility</b>	<b>Equity</b>
Owner-Occupied Tax Exemption	Acceptable	Good	Good	Acceptable
Monitor Water Usage	Good	Acceptable	Acceptable	Acceptable
Monitor Electricity Usage	Good	Poor	Acceptable	Acceptable
United States Postal Service	Acceptable	Poor	Acceptable	Unclear
Homeowners Authority self-reporting	Unclear	Good	Unclear	Acceptable
Implement a tax that requires (opt out)	Good	Unclear	Acceptable	Unclear
Self-reporting (opt in)	Poor	Good	Acceptable	Unclear

<sup>81</sup> Revenue and Tax Administrator and Revenue Analyst, Finance Department. *Interview*. March 10, 2020.

<sup>82</sup> Ibid.

<sup>83</sup> Chief of Staff. *Interview*. March 2, 2020.

<sup>84</sup> "City and County of Honolulu The Executive Program and Budget Fiscal Year 2020: Volume 1 — Operating Program & Budget," accessed March 10, 2020, [http://www4.honolulu.gov/docushare/dsweb/Get/Document-235412/FINAL\\_BBook\\_Operating\\_FY20\\_2019-03\\_01\\_v1\\_OPTIMIZED.pdf](http://www4.honolulu.gov/docushare/dsweb/Get/Document-235412/FINAL_BBook_Operating_FY20_2019-03_01_v1_OPTIMIZED.pdf).

<sup>85</sup> Chief of Staff. *Interview*. March 2, 2020.



## Analysis of Timeframe

Determining the exact timeframe required for a property to be deemed “vacant” required balancing the criteria. Too short of a timeframe does not allow for enough time to place a property on the market and too long will not generate revenue and therefore, not lead to more affordable housing programs. Since this policy is meant to address a housing crisis that mainly affects lower-income residents of Honolulu, the benefits for revenue and equity are more important. Interviews conducted with academics in Honolulu stated that three months is a reasonable amount of time to either sell or rent a given property if it is priced competitively.<sup>86</sup> However, interviews with officials from Vancouver and Oakland noted the reduction in administrative burden associated with a time frame of either six months or one year.<sup>87</sup> With this in mind, if three months is too burdensome or infeasible, then a six-month window is an ample amount of time to sell or rent a unit and would be acceptable considering our criteria.

Table 8: Analysis of Timeframe				
Timeframe	Revenue Generated	Admin Burden	Political Feasibility	Equity
1 Month	Good	Poor	Poor	Poor
3 Months	Good	Acceptable	Unclear	Acceptable
6 Months	Acceptable	Good	Acceptable	Good
9 Months	Acceptable	Acceptable	Unclear	Acceptable
1 Year	Poor	Good	Acceptable	Good

## Vacancy Tax Policy Recommendation

Based on our qualitative interviews and analysis, we recommend that the City and County of Honolulu institute a vacancy tax with the following structural components:

### *Property Type: All residential property*

Both at the request of our client and as informed by our interviews, Honolulu should limit any vacancy tax to residential properties. Including vacant land and commercial properties would add to the complexity of monitoring. Additionally, such a tax would target a broader population, making it far less politically feasible. Although limiting this tax to residential property would generate less revenue, it will cost less to implement and be more administratively and politically feasible.

<sup>86</sup> Philip Garboden, Phd. *Interview*. March 2, 2020.

<sup>87</sup> Associate Director, Revenue Services and Project Manager, Revenue Services, City of Vancouver, interview by Dickran Jebejian et al., February 3, 2020.

*Tax rate: Flat 1% tax rate of assessed value, paid annually*

In order to account for revenue and equity considerations, the City and County of Honolulu should implement a flat 1% tax rate based on the assessed value of the property with potential annual increases, which we've justified through our interviews. Through our estimates, taxing at 1% would also generate revenue similar to Vancouver's vacancy tax, meaning housing programs like Vancouver's become more feasible.

*Timeframe deemed as vacant: 6 months of vacancy per year*

Considering that this tax aims to generate revenue and pressure luxury housing, we recommend a timeframe for a property to be considered vacant to be six months. According to our interviews, the average time it takes to turn a rental or sale over is about three months, but this shortened time frame would create too great of an administrative burden and would make any vacancy tax less politically feasible. As such, we recommend that any property not occupied for six months in one calendar year be subject to taxation.

*Enforcement methods: Mixed methods utilizing a universal tax with an opt-out provision and regular monitoring based on water usage that is executed by additional staff*

In order to generate the most revenue and to have the widest tax catchment, we recommend a tax that applies to all residential properties. In order to avoid paying the tax, property owners and renters will have to prove continued residency for a minimum of six months. Residency can be proved by utilizing the existing property tax owner exemption process. The City and County will need to create an additional process for renters as well.

To properly enforce this tax, the City and County will have to hire additional full-time staff to monitor vacancy, investigate claims, and handle the added administrative burden. City officials have made it clear that additional staff for this purpose would be reasonable and that the budget additions if kept within 1%-2% of the current budget, should not affect political feasibility.

*Exemptions: limited list of reasonable exemptions based on other cities, interviews, and community feedback (see below)*

Exemptions will vary on a case-by-case basis. For the City and County of Honolulu we recommend that the initial exemptions to the tax be based on the following provisions collected from comparison cities and interviews:

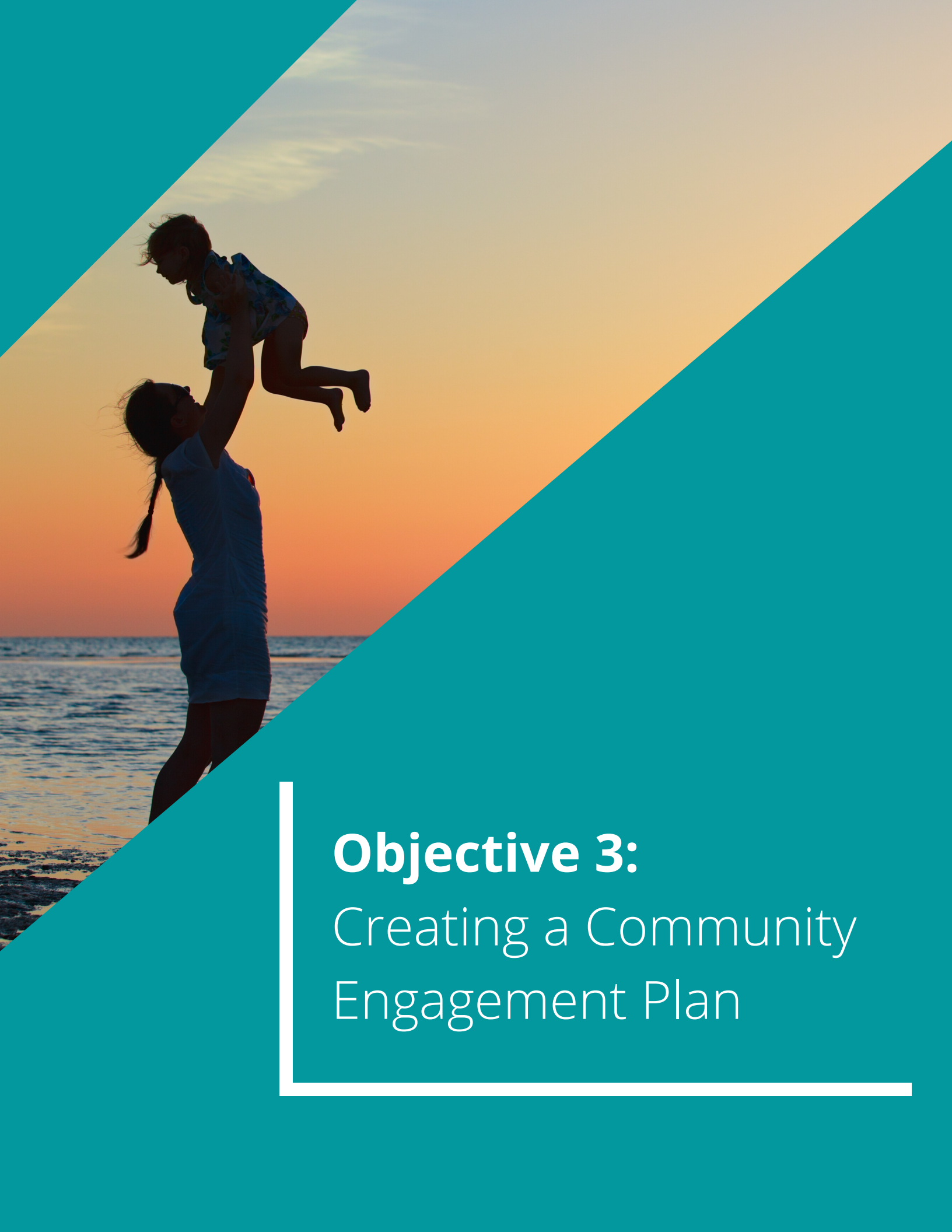
- Death of the registered owner with 12 months
- Property undergoing redevelopment or major renovations that make tenancy untenable not to exceed 24 months
- Owner residing in a hospital, long term or supportive care facility within 12 months
- Transfer of property within the last 6 months
- Occupancy elsewhere as required by the employer for a period not to exceed 12 months

- Part-time occupancy based on student status
- Court order prohibiting occupancy, subject to time frame ordered by the court
- For sale or advertised for rent, no longer than three months
- The property owner can prove financial hardship or has declared bankruptcy
- If the owner was serving in the military and was deployed overseas for at least 90 days
- If the owner is at least 65-years old and on a low or fixed income, such as social security disability insurance benefits
- The same owner cannot receive more than 24 months cumulative of exemptions

These exemptions must be either curtailed or expanded based on community input. Community engagement should be enacted to solicit responses that would ensure all exemptions are accounted for. Table 9 below, summarizes our recommended tax structure:

<b>Table 9: Vacancy Tax Policy Recommendation</b>	
<b>Component</b>	<b>Recommendation</b>
Property Type	<b>All residential property</b>
Tax Rate	<b>Flat 1% tax rate of assessed value, paid annually</b>
Timeframe	<b>6 months of vacancy per year</b>
Enforcement Method	<b>Mixed methods utilizing a universal tax with an opt out provision and regular monitoring based on water usage that is executed by additional staff</b>
Exemptions	<b>Reasonable exemptions based on other cities, interviews, and community feedback (see Appendix F)</b>

This structure reflects the collective insight of the interviews and best fulfills the four criteria necessary for a vacancy tax in Honolulu. Structuring a vacancy tax as such will achieve the City and County of Honolulu's second objective of generating revenue to directly support the development of affordable housing units.



## **Objective 3:** Creating a Community Engagement Plan

## Objective 3: Creating a Community Engagement Plan

To ensure that each piece of the above recommendation is effective, equitable, and ultimately functional, community engagement should be part of the policy process. This involves taking each of these recommendations to the community for education, input, debate, and feedback. In doing so, the officials in charge of drafting and passing this policy will be ensuring community support. This will ultimately lend legitimacy to this policy proposal and may potentially streamline implementation and enforcement efforts in the future. For Honolulu to ensure that an engagement practice is a useful and effective part of this process we have looked to best practices on a global scale.

To identify best practices of community engagement, we conducted a literature review and document analysis. We identified what strategies are most appropriate for community engagement and how such strategies would work to benefit both the party practicing engagement (in our case, cities) and those being engaged (residents of said cities).<sup>88</sup> The literature review process helped us determine that most engagement strategies have long-term benefits that offset what may be immediate cost-benefit losses.<sup>89</sup> These findings allowed us to understand the utility of community engagement to effective policy-making and implementation and solidified the concept that community engagement is a cost-effective practice that benefits both parties involved.<sup>90</sup> We took the language from this study and created keywords to search for community engagement best practices and strategies. Using the keywords *framework for community engagement*, *community engagement strategies*, *community engagement model*, and *community engagement planning* we searched the databases available through the UCLA library databases. While the search we conducted yielded many results, we parsed through these findings, again using context and a humanist approach, to discover texts and documents directly related to equitable and effective community engagement.<sup>91</sup>

Utilizing the best practices models found through this process, we created a rubric that included all the practices utilized or suggested by these models (see Appendix I). From this rubric we identified 21 keywords or categories of words and 80 sub-keywords that can be associated with equitable community engagement (see Appendix J for full list). We then took these keywords and utilized Atlas.ti, a qualitative document analysis software, to analyze publicly facing documents from

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<sup>88</sup> Frances Bowen, Aloysius Newenham-Kahindi, and Irene Herremans, "When Suits Meet Roots: The Antecedents and Consequences of Community Engagement Strategy," *Journal of Business Ethics* 95, no. 2 (August 1, 2010): 297–318, <https://doi.org/10.1007/s10551-009-0360-1>.

<sup>89</sup> Bowen, Newenham-Kahindi, and Herremans.

<sup>90</sup> Ibid.

<sup>91</sup> Humanist interpretation is the use of one's judgement to determine the viability of a given sample to study being undertaken. In order to analyze the qualitative data, we used a humanist approach to interpret the data. According to Biernacki humanist interpretation allows for context, which is "integral to the determination of meaning", and provides for clearer communication. The humanist approach achieves its analysis by taking the data in context and explaining the context during analysis. This project captures how each city's unique situation and needs has informed their vacancy tax structure in order to extract more generalizable information pertinent to our policy recommendation. Context is vital to accomplishing that objective as each city is unique in its planning, implementation, and execution of an empty homes tax. Richard Biernacki, "Humanist Interpretation Versus Coding Text Samples," *Qualitative Sociology* 37, no. 2 (June 1, 2014): 173–88, <https://doi.org/10.1007/s11133-014-9277-9>.



Honolulu, HI, Vancouver, BC, Melbourne, AU, and Oakland, CA.<sup>92</sup> Please see Appendix K for the results of the in-depth analysis for each city.

## Summary of Comparisons

Upon reviewing the publicly facing documents of all three comparison cities, it is clear that they have strategies in place to address equitable community engagement. *Equity, follow up, inclusion, and listening* all show up often in these strategies. These keywords, along with *barriers, needs, capacity, resources, and trust*, all have strong levels of co-occurrence with the keywords *community group* and *engage*. This means that engagement and community are being discussed in conjunction with many of the keywords we have identified as markers of equitable participation processes. This analysis shows that at a minimum these cities have been outward and public about their work towards addressing equitable community engagement.

## Community Engagement Strategy Recommendation

Our recommendation for the City and County of Honolulu is that city officials commit to joining the International Association of Public Participation. By doing so, the local government would be making a public commitment to training and implementing best practices as certified by an international organization that certifies cities across the world, thus fostering trust between Honolulu residents and the local government. Access to this program is relatively inexpensive, and training and certifications can be completed through online courses.<sup>93</sup> Upon completion of this certification process, iap2 provides its members with materials to use while both promoting and practicing engagement. From a practical and public standpoint, this option would be the most robust and would work towards building an effective practice of engagement for the City and County of Honolulu (please see Appendix K and L for details of this practice).

If this is unattainable, then our secondary recommendation is that the City and County formally adopt a version of the Oakland Community Engagement Guidelines for Project Applicants (CEGPA, fully detailed in Appendix L). The steps detailed in this plan cover the preparation of a community engagement plan, working with pertinent community organizations, effective communication strategies, and detailed follow up and reporting.<sup>94</sup> At a minimum we recommend that the CEGPA be adopted informally, while working towards iap2 membership.

These two models for engagement directly address all the best practices identified through our document analysis. Additionally, they account for many of the key factors that often inhibit

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<sup>92</sup> "Oahu Resilience Strategy," City and County of Honolulu Office of Climate Change, Sustainability and Resiliency, accessed March 1, 2020, <https://www.resilientoahu.org/resilience-strategy>; "Core Values, Ethics, Spectrum – The 3 Pillars of Public Participation - International Association for Public Participation," accessed March 1, 2020, <https://www.iap2.org/page/pillars>; "Melbourne for All People Strategy 2014-17," n.d., 13; "Community Engagement Summary Report," August 22, 2017, [https://cao-94612.s3.amazonaws.com/documents/2017-08-22-Community-Engagement-Summary-Report-FINAL-082217\\_condensed.pdf](https://cao-94612.s3.amazonaws.com/documents/2017-08-22-Community-Engagement-Summary-Report-FINAL-082217_condensed.pdf); "Community Engagement Guidelines for Project Applicants" (City of Oakland, Planning and Building Department, April 2, 2018).

<sup>93</sup> "IAP2 USA - Online Application for Government Agencies," accessed March 17, 2020, <https://iap2usa.org/govapp>.

<sup>94</sup> We have made some linguistic changes to reflect the needs and communities present on Oahu and these steps will satisfy the need for engagement to pass the tax we are proposing and future legislation

community engagement from being truly representative and effective for all members of a given community. We realize that either of these strategies could require a significant amount of time and effort on behalf of the City. Our evidence shows that this phase may initially be somewhat cumbersome and costly. However, this strategy will allow for a more efficient implementation of the proposed empty-homes tax, and the result will be saved time and money for Honolulu.



# Recommendations and Conclusion

Photo Credit: Lawrence Tabuldo

# Summary of Recommendations and Conclusion

## Primary Recommendations

In sum, we recommend that the City and County of Honolulu implement a robust and enforceable Empty-Homes Tax informed by, and implemented through, the proper practice of community engagement. This tax should apply to vacant residential property, be 1% of assessed value, and be paid annually in accordance with all other taxes due to the city. It should apply to any residential property not occupied for a minimum of six months per calendar year. These six months can be measured and enforced through a universal tax that requires residents to opt-out by proving residency. Throughout the year, suspected vacancies should be monitored with water usage data. There are reasonable exemptions to this tax that would allow for a resident to have a property that is vacant for more than six months but no longer than 24 months. If a resident wishes to file an exemption, the burden of proof will be on the resident in question. To properly engage the community, we recommend that the City become a party to the iap2. This will result in many city officials gaining access to training, practices, and materials that will allow them to adequately conduct community engagement with the residents of Honolulu. In the time it takes to join iap2 and train staff, we recommend that the city implement the amended five-step strategy for community engagement borrowed from Oakland's developer model. This plan is an adequate baseline for engagement and should suffice while working towards iap2 membership.

## Complementary Recommendations

To ensure compliance and enforcement of this tax we have identified the following complementary recommendations that the City and County of Honolulu may implement:

- Use the language of an *Empty-Homes Fee*. By using this language in the bill and supplemental engagement and marketing efforts, the city will be making a clear distinction of what property will be subject to assessment, and that the collected revenue will be earmarked specifically for housing rather than the general fund. When a housing crisis is afoot, no home should be empty. By calling this an *Empty-Homes Fee*, residents, citizens, and stakeholders will have a basic understanding of the purpose of this initiative. Additionally, this language speaks directly to the issue of housing, making it clear that empty homes serve no citizen of Honolulu.
- Hire additional enforcement staff and/or third-party investigators. Our research clearly shows that the City and County of Honolulu has struggled to enforce prior housing legislation. We have also learned that there is distrust between the local government and those they serve. This tax will be difficult to enforce, and without robust enforcement there will be an incentive to flout the tax. In interviews with city staff, we were told that the budget for staff could be up 1% or 2% to accommodate better enforcement. When Oakland

introduced their legislation, they spent \$120,000 on outside consulting.<sup>95</sup> This amount is between 1% and 2% of the current operating budget available in Honolulu.<sup>96</sup> We know that the local government can afford to hire additional staff, and not doing so would be akin to passing an unfunded mandate. Additional staff should be brought on and enforcement should be public enough to suppress the willingness to avoid following this tax law.

- Build up capacity for proper data collection and monitoring. Other cities we have spoken to noted that implementation and execution of this tax was time consuming and expensive.<sup>97</sup> Any costs and time constraints that can be mitigated in advance should be addressed. If the local government of Honolulu wishes to generate revenue and appropriately levy an Empty-Homes Tax, it will require a database of housing on Oahu. This database will need to be regularly monitored and updated to allow for robust enforcement of this tax.

Housing in the United States is in a precarious moment. Honolulu is attempting to take action to add stability to the housing market for its citizens, and the passage and proper implementation of an Empty-Homes Tax would work to ensure greater stability for all residents of the island. Our analysis has made it clear that an Empty-Homes Tax is feasible, useful, and would provide a source of dedicated funds for the City's housing initiatives. While this tax will not solve the housing issues facing Oahu, it will be an important measure to ensure a more equitable housing landscape for its residents.

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<sup>95</sup> City of Oakland & SCI Consulting Group, Professional and Specialized Services – Vacant Property Tax (“VPT”) Agreement. March 29, 2019.

<sup>96</sup> The budget allocated to assess and collect property taxes is about \$10 to \$12 million annually; Chief of Staff. *Interview*. March 2, 2020.

<sup>97</sup> Associate Director and Project Manager, Revenue Services. *Interview*. February 3, 2020.



# Appendices

## Appendix A. Methodological Limitations

This report utilized a mixed-methods approach, controlling for the collection of multiple types of data. Although we were successful at gathering significant levels of information, we did experience some limitation in our data collection. These limitations are outlined below:

1. Due to the lack of data on the housing market in Honolulu and comparison cities, we are unable to measure, and consequently project, the number of units returned to the housing market due to the empty-homes tax. We acknowledge that this effect is one of the primary objectives of the empty-homes tax and would be of great help to our report and of value any future analysis the City and County pursues. However, we are unable to create such a projection without better data and more time.
2. We are also making assumptions about the nature of vacant units in Honolulu; specifically, that the vacant unit's value is the same proportionally as the total housing market. This assumption is most likely wrong and could be eliminated with more precise housing and vacancy data. However, given that we do not have that data, the assumption is necessary for our assessment, but is a limitation to its accuracy.
3. Our group was not able to complete this process for Oakland and Melbourne. We did not analyze Oakland because the City's vacancy tax had yet to be implemented during the course of our study and the available data is only limited to only 2018. Melbourne was also not included because we could not collect comparable data to ACS data. These cities could be included in future analyses if these limitations are overcome. These limitations left us to focus on Honolulu, Washington D.C. and Vancouver for this report.

## Appendix B. List of Variables

The independent variables selected were based on our literature review, interviews, and theory. Most of the data collected for the listed variables were used to conduct descriptive analysis and generate visualizations. Several of the variables were included in our program evaluation regression model. The full list of variables used is below:

1. Geography ID
2. Total Housing Units - Median Selected Owner Costs (In 2018 Inflation-Adjusted Dollars)
3. Total Housing Units
4. Total Owner-Occupied Housing Units; Occupied by an Asian Alone Householder
5. Total Occupied Housing Units
6. Total Renter Occupied Housing Units; Occupied by an Asian Alone Householder
7. Total Vacant Housing Units
8. Total Owner-Occupied Housing Units; Occupied by a Native Hawaiian or Other Pacific Islander Householder
9. Population Total
10. Total Renter Occupied Housing Units; Occupied by a Native Hawaiian or Other Pacific Islander Householder
11. Total Owner-Occupied Housing Units
12. Total Owner-Occupied Housing Units; Occupied by a White Alone Householder
13. Total Renter Occupied Housing Units
14. Total Renter Occupied Housing Units; Occupied by a White Alone Householder
15. Total Vacant Housing Units - For Rent
16. Total Population in Households; Age One Year and Older that Lived in the Same Household One Year Ago
17. Total Vacant Housing Units - Rented, but Not Occupied
18. Total Population in Owner Occupied Housing Units; Age One Year and Older that Lived in the Same Household One Year Ago
19. Total Vacant Housing Units - For Sale Only
20. Total Population in Renter Occupied Housing Units; Age One Year and Older that Lived in the Same Household One Year Ago
21. Total Vacant Housing Units - Sold, but Not Occupied
22. Total Population in Households; Age One Year and Older that Moved from a Different State within the Past Year
23. Total Vacant Housing Units - For Season, Recreational, or Occasional Use
24. Total Population in Owner Occupied Housing Units; Age One Year and Older that Moved from a Different State within the Past Year
25. Total Vacant Housing Units - For Migrant Workers
26. Total Population in Renter Occupied Housing Units; Age One Year and Older that Moved from a Different State within the Past Year
27. Total Vacant Housing Units - Occupant's Residence is Elsewhere
28. Total Population in Households; Age One Year and Older that Moved from a Different Country within the Past Year
29. Total Owner-Occupied Housing Units - By Occupant with Less than High School Education
30. Total Population in Owner Occupied Housing Units; Age One Year and Older that Moved from a Different Country within the Past Year

31. Total Owner-Occupied Housing Units - By Occupant with High School Education or Equivalence

32. Total Population in Renter Occupied Housing Units; Age One Year and Older that Moved from a Different Country within the Past Year

33. Total Owner-Occupied Housing Units - By Occupant with Some College Education or associate degree

34. Total Housing Units; Occupied by an Asian Alone Householder - Household Income, Less than \$50,000

35. Total Owner-Occupied Housing Units - By Occupant with bachelor's degree or Higher

36. Total Housing Units; Occupied by an Asian Alone Householder - Household Income, \$50,000 to \$74,999

37. Total Renter Occupied Housing Units - By Occupant with Less than High School Education

38. Total Housing Units; Occupied by an Asian Alone Householder - Household Income, \$75,000 to \$99,999

39. Total Renter Occupied Housing Units - By Occupant with High School Education or Equivalence

40. Total Housing Units; Occupied by an Asian Alone Householder - Household Income, \$100,000 to \$149,999

41. Total Renter Occupied Housing Units - By Occupant with Some College Education or associate degree

42. Total Housing Units; Occupied by an Asian Alone Householder - Household Income, \$150,000 or More

43. Total Renter Occupied Housing Units - By Occupant with bachelor's degree or Higher

44. Median Family Income in the Past 12 Months (In 2018 Inflation-Adjusted Dollars)

45. Total Housing Units; Occupied by a Native Hawaiian or Other Pacific Islander

Householder - Household Income, Less than \$50,000

46. Median Income in the Past 12 Months (In 2018 Inflation-Adjusted Dollars)

47. Total Housing Units; Occupied by a Native Hawaiian or Other Pacific Islander Householder - Household Income, \$50,000 to \$74,999

48. Median Income in the Past 12 Months (In 2018 Inflation-Adjusted Dollars) - Total Population in Households; Age One Year and Older that Lived in the Same Household One Year Ago

49. Total Housing Units; Occupied by a Native Hawaiian or Other Pacific Islander Householder - Household Income, \$75,000 to \$99,999

50. Median Income in the Past 12 Months (In 2018 Inflation-Adjusted Dollars) - Total Population in Households; Age One Year and Older that Moved from a Different State within the Past Year

51. Total Housing Units; Occupied by a Native Hawaiian or Other Pacific Islander Householder - Household Income, \$100,000 to \$149,999

52. Median Income in the Past 12 Months (In 2018 Inflation-Adjusted Dollars) - Total Population in Households; Age One Year and Older that Moved from a Different Country within the Past Year

53. Total Housing Units; Occupied by a Native Hawaiian or Other Pacific Islander Householder - Household Income, \$150,00 or More

54. Median Gross Rent; Total Renter Occupied Housing Units

55. Total Vacant Housing Units - Monthly Rent Asked for, \$1,500 or More

56. Total Housing Units; Occupied by a Black or African American Alone Householder

57. Total Housing Units; Occupied by a White Alone Householder - Household Income, Less than \$50,000

58. Total Housing Units; Occupied by an Asian Alone Householder

59. Total Housing Units; Occupied by a White Alone Householder - Household Income, \$50,000 to \$74,999

60. Total Housing Units; Occupied by a Native Hawaiian or Other Pacific Islander Householder

61. Total Housing Units; Occupied by a White Alone Householder - Household Income, \$75,000 to \$99,999

62. Total Owner-Occupied Housing Units; Occupied by a Black or African American Alone Householder

63. Total Housing Units; Occupied by a White Alone Householder - Household Income, \$100,000 to \$149,999

64. Total Renter Occupied Housing Units; Occupied by a Black or African American Alone Householder

65. Total Housing Units; Occupied by a White Alone Householder - Household Income, \$150,000 or More

66. Total Housing Units; Occupied by a Black or African American Alone Householder - Household Income, Less than \$50,000

67. Total Housing Units - Median Value (In 2018 Inflation-Adjusted Dollars)

68. Total Housing Units; Occupied by a Black or African American Alone Householder - Household Income, \$50,000 to \$74,999

69. Total Housing Units; Occupant Spending Less Than 30% of Income on Housing Costs

70. Total Housing Units; Occupied by a Black or African American Alone Householder - Household Income, \$75,000 to \$99,999

71. Total Housing Units; Occupant Spending 30% or More of Income on Housing Costs

72. Total Housing Units; Occupied by a Black or African American Alone

Householder - Household Income, \$100,000 to \$149,999

73. Dummy Variable for Vacancy Tax (Enforcement Act)

74. Total Housing Units; Occupied by a Black or African American Alone Householder - Household Income, \$150,000

## Appendix C: List of Interviewees

We conducted a total of 27 interviews in order to inform our policy analysis. We conducted 21 semi-structured interviews with relevant stakeholders across our subject cities which included government officials, beneficiaries (i.e. community and advocacy groups), and opposing interests (i.e. property owners, developers, and investment groups). We also conducted informational interviews with subject matter experts on urban planning and housing issues, and analytical methods. A full list of our interviewees is detailed below.

<b>Table 10: Interviewee List: Informational</b>			
<b>Professor Name</b>	<b>Department</b>	<b>University</b>	<b>Date</b>
Randall Akee	Public Policy and American Indian Studies	UCLA	1/27/2020
Michael Lens	Urban Planning and Public Policy	UCLA	2/5/2020
Paavo Monkkonen	Urban Planning and Public Policy	UCLA	2/4/2020
Ananya Roy	Urban Planning, Social Welfare, and Geography	UCLA	2/3/2020
Karen Umemoto	Urban Planning and Asian American Studies	UCLA	3/11/2020
Joseph Rios	Education Psychology, emphasis in quantitative methodology	University of Minnesota	Several

<b>Table 11: Interviewee List: Semi-Structured</b>		
<b>Title</b>	<b>Organization</b>	<b>Date</b>
Mayor	City and County of Honolulu	1/23/2020
Associate Director, Revenue Services	City of Vancouver	2/3/2020
Project Manager, Revenue Services	City of Vancouver	2/3/2020
Acting Executive Director	Faith Action for Community Equity (FACE) Hawaii	2/27/2020
Deputy Director, Dept. of Planning and Permitting	City and County of Honolulu	2/27/2020
Director, Planning Division	City and County of Honolulu	2/27/2020
Director, Land Use Permits	City and County of Honolulu	2/27/2020



Division		
Retired Attorney, Housing Advocate	N/A	2/28/2020
State Senator Honolulu	State of Hawaii	2/28/2020
Former State Assembly Member	State of Hawaii	3/02/2020
President and Chief Executive Officer	The Savio Group (Hawaii based real estate development group)	3/2/2020
Chief of Staff, Office of Council Chair Ikaika Anderson	Honolulu City Council	3/2/2020
Policy and Data Analyst	Hawaii Budget and Policy Center	3/2/2020
Professor Philip Garboden	Urban and Regional Planning, University of Hawaii	3/2/2020
Revenue Analyst, Finance Department	City of Oakland	3/10/2020
Revenue and Tax Administrator, Finance Department	City of Oakland	3/10/2020
HALT Advocate	Housing Action for Local Taxpayers (HALT) (Vancouver)	3/11/2020
Director	Just Economics, LLC, (Washington D.C.)	3/11/2020
Professor Justin Tyndall	University of Hawaii, formerly of the University of British Columbia	3/27/2020
Real Property Assessment Administrator	City and County of Honolulu	5/1/2020

## Appendix D. Interview Guide

In order to conduct our interviews, we created an interview guide to help lead our discussion around vacancy tax structures. Topics covered in the guiding questions included political feasibility, administrative capacity/enforcement, community outreach, among others. The full guide is available below:

### **Interview Guide:**

#### INTRODUCTION:

Hello, our names are \_\_\_\_\_ and \_\_\_\_\_. We are both Master of public policy students at the UCLA Luskin School of Public Affairs.

We are currently working with the City and County of Honolulu on strategies to address the housing affordability issue on the island. Our aim is to work with you to gather information regarding your city's application of an empty-homes tax to better understand the feasibility and practicality of establishing a similar policy in the City and County of Honolulu.

With your permission, we would like to record this interview to ensure that we are able to properly gather your responses to these questions. If there is anything you would prefer to share off the record, please feel free to let us know and we will pause the recorder. Please let us know if/how you'd like to be identified in the study, otherwise we plan to only use the name of your city department as the personal identifier. You are not expected or required to answer every question. Feel free to ask us for clarification when you do not understand a question or say that you would prefer not to answer. Please be aware that this interview may take as long as an hour. Feel free to interrupt us at any time if you need a break. Should we run out of time we may contact you for a follow up interview.

Recording: Yes / No

#### 1. Vacancy Problem - Background

- a. How did the City of \_\_\_\_\_ become aware that vacancies were a problem in the housing market?
  - i. Where did the idea of an Empty-Homes Tax come from?
  - ii. Were there other policy options explored?
- b. What factors do you believe led to a large number of vacant properties in the City of \_\_\_\_\_?
  - i. Were there other factors that were explored that were shown to be less of an issue?
- c. What were the main objectives within housing that this tax was seeking to address?
  - i. Return to market
  - ii. Lower costs
  - iii. House more people
  - iv. Affordable housing
- d. Would an empty-homes tax help address this problem? How?

- e. Were their discussions related to the use of tax revenue taking place prior to the implementation of a tax?
  - i. If so, what uses were discussed?
  - ii. How if at all, has the revenue use differed in practice?

## 2. Defining Vacancy

- a. How does your city define a “vacant” home?
  - i. How did the city go about creating this definition?
  - ii. Did your city consider different definitions and if so, why was it not chosen?
  - iii. What factors were taken into consideration during this decision?
- b. Why did the city choose to go with an empty-homes tax as opposed to other policies?
- c. How did the city go about choosing their tax amount of \_\_%?
- d. How did the city determine the amount of time before a property was considered vacant?

## 3. Process

- a. What other city departments were involved in the process of developing the empty-homes tax policy?
  - i. What role did these departments play in the process?
  - ii. Were there any departments that were not involved that in retrospect may have been useful?
- b. How was this process managed?
  - i. What was the structure involved, i.e. working groups, consultation, research, literature?
- c. Were there any significant legal constraints the city came up against in trying to pass/implement this policy?
- d. How were the exemptions for the empty-homes tax established?
- e. Was there any conversation within city stakeholders about the tax?
  - i. If so, what were these conversations like? (see comm engage questions)
  - ii. If not, why not?

## 4. Population Demographics and Housing Data

- a. Can you share how the city collected its housing and population data for the purposes of developing an empty-homes tax policy?
  - i. Do you believe that data collection strategy was/is effective?
  - ii. Were there data collection issues or results that you did not anticipate?
- b. Do you believe the information gathered through this process provided the information needed to accurately assess the need for an empty-homes tax?

## 5. Enforcement/Results

- a. How does the city track and monitor vacant homes?
  - i. How effective has this process been thus far?
  - ii. Does the city have a data management system to help track the vacant homes?

- b. Has there been an evolution in the tracking process to fix initial issues?
- c. How has the money been utilized?
  - i. Has this been effective?
  - ii. Have there been deficiencies?
- d. Has the tax led to a significant reduction in vacancies?
  - i. Has it returned units to the market?
  - ii. Has it lowered housing costs?
  - iii. Is there more affordable housing available?
- e. Upon reflection, are there areas of the tax that could be improved upon?
  - i. rate/percent?
  - ii. Timeframe?
  - iii. revenue/enforcement?
  - iv. Property type or occupancy characteristics?

#### 6. Community Engagement Questions

- a. Does the City of \_\_\_\_\_ have a formal community engagement office and /or strategy?
  - i. If so, is there someone within that office we can contact or is there someone whom we may want to speak with who was involved in engagement around this tax?
- b. Are you aware of the community engagement efforts involved in any of the following topics?
  - i. Target Audience
  - ii. Potential sensitivities
  - iii. Capacity building
  - iv. Inclusion
  - v. Underrepresented groups
  - vi. Language barriers
  - vii. Alternative perspectives
  - viii. Meeting time/location
    - 1. Multiple meetings
  - ix. Childcare and/or food provision
  - x. Transportation
- c. Were all the following people invited or addressed?
  - i. People whose preferred language is one other than English
  - ii. People with low levels of literacy
  - iii. Single parents or working parents
  - iv. People of color
  - v. Immigrants
  - vi. Refugees
  - vii. People with disabilities
  - viii. Faith communities
  - ix. People who are LGBTQ (Lesbian, Gay, Bisexual, Transgender, Questioning)
  - x. Ex-offenders
  - x. Individuals who are homeless

- xi. Youth
- xii. Elders
- d. Was the involvement of certain populations important to this tax specifically?

7. Concluding Questions

- a. Is there anything you feel we may have missed?
- b. Do you recommend that we reach out to another department or have a contact who can tell us more about\_\_\_\_\_?
- c. Would you like me to send you a recap of our conversation?



## Appendix E: Descriptions to Policy Alternatives to a Vacancy Tax

Through our initial research into the root causes of the high housing costs and increasing the vacancy rate on the island of Oahu, we came across several policy alternatives that could address Honolulu's housing crisis. However, despite the potential benefits of these alternatives, we determined that none of them are currently as politically viable nor as targeted as an empty-homes tax. This determination is based on information gathered through our interviews as well as their potential to meet our client's objectives of returning units to the market and generating revenue for an affordable housing fund. These alternative policies include:

### **Increasing the Property Tax**

Each state across the U.S. has varying levels of property tax rates. The State of Hawaii has the lowest property taxes in the country at just 0.27%.<sup>98</sup> At this low rate, homeowners with a home valued at the state median home value of \$587,700, are only paying \$1,607 in annual property taxes each year. By only slightly increasing the property tax rate, it is evident that Hawaii would see substantial increases in revenue across the state.

### **Increasing the Real Estate Conveyance Tax**

A real estate conveyance tax (or a real estate transfer tax or anti-speculation tax) is a tax imposed by a jurisdiction that occurs when the ownership of a real property changes hands within that jurisdiction.<sup>99</sup> Theoretically, this tax is an effective way of raising revenue for jurisdictions and is another option available to the City and County of Honolulu to bolster their revenue from property taxes.<sup>100</sup> The state of Hawaii already imposes a conveyance tax on the seller of the property. Their tax is done on a sliding scale across 7 tiers of property value, with the rate of the tax increasing for each tier of property value.<sup>101</sup>

### **Inclusionary Zoning**

For this report we are referring to the commonly understood definition of inclusionary zoning in housing policy, as described by policy expert Emily Hamilton's brief for the Mercatus Center at George Mason University:

"These policies require or incentivize developers to designate a portion of new housing units as affordable for households making low or moderate incomes in exchange for density bonuses, allowing developers to build more market-rate housing than they would otherwise be allowed. But has inclusionary zoning actually improved housing affordability? Inclusionary zoning programs vary widely in their implementation. While most offer density bonuses to fully or partially offset the cost of providing below-market-rate units, not all do. Some programs require developers to provide income-restricted units as a condition of building new market-rate housing, while others offer

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<sup>98</sup> Kiernan, John S., "2020's Property Taxes by State" Wallethub News, February 25, 2020 <https://wallethub.com/edu/states-with-the-highest-and-lowest-property-taxes/11585/>

<sup>99</sup> Kagan, Julia, "Conveyance Tax" Taxes and Regulation, Investopedia, June 7, 2018, <https://www.investopedia.com/terms/c/conveyancetax.asp>

<sup>100</sup> McElree, Johnny, "Hawaii's Conveyance Tax", Hawaii Luxury Listings LLC, June 2, 2018, <http://hawaiiluxurylistings.com/hawaiiis-conveyance-tax/>

<sup>101</sup> Ibid.

density bonuses in exchange for the optional provision of income-restricted homes. In some jurisdictions, inclusionary zoning units must be affordable to low-income residents (those earning less than half of their region's median income) while in others, inclusionary zoning units are targeted to those earning the median income or even higher.

Inclusionary zoning is popular among policymakers for two reasons. First, it appears "free." It produces affordable housing units without an outlay of tax dollars. Second, it allows policymakers to appear as if they're adopting a pro-affordability agenda without reforming the exclusionary zoning that leads to high house prices in the first place. Policymakers should not pursue inclusionary zoning as an affordability strategy. Rather, policymakers who want to create an environment of housing stability for households of all incomes should pursue land use liberalization (allowing for more abundant housing supply) along with subsidies targeted to those households that need them to afford market-rate housing. <sup>102</sup>

### **Reducing the Mortgage Interest Deduction**

When the report refers to reducing the mortgage interest deduction, we are referring to the problem and potential solution laid out in the report by Eric Stoner, Margery Austin Turner, Katherine Lim, Liza Getsinger for the Urban Institute, "Reforming the Mortgage Interest Deduction". They describe the mortgage interest deduction as follows: "The mortgage interest deduction (MID) is one of the oldest and largest tax expenditures in the federal income tax and is the largest single federal subsidy for owner-occupied housing. The president's fiscal year 2010 budget reports that, in 2012, the MID will cost the federal Treasury an estimated \$131 billion, much more than the total of *all* outlays by the Department of Housing and Urban Development (\$48 billion). Homeowners also benefit from other federal tax preferences, including deductibility of residential property taxes on owner-occupied homes (\$31 billion), and exclusion of tax on the first \$250,000 (\$500,000 for joint returns) of capital gains on housing (\$50 billion)."<sup>103</sup>

The report investigates potential impacts of reforming or eliminating the mortgage interest deduction. Their conclusion about potential MID changes summarizes their findings and expected general impacts. It is stated below:

"The mortgage interest deduction is one of oldest and largest tax preferences in the federal income tax and the largest single federal subsidy for owner-occupied housing. Yet most scholars find it has little effect on homeownership levels. The deduction only benefits taxpayers who itemize deductions on their tax returns and provides a larger subsidy per dollar of interest to higher-income taxpayers because the value of the deduction rises with the tax rate. Because most of the subsidy goes to individuals who would likely own homes without the tax benefit, it has little effect

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<sup>102</sup> Hamilton, Emily "Inclusionary Zoning Hurts more than it Helps", Mercatus Center, George Mason University, September 2019, pg. 2, [https://www.mercatus.org/system/files/hamilton\\_-\\_policy\\_brief\\_-\\_inclusionary\\_zoning\\_hurts\\_more\\_than\\_it\\_helps\\_-\\_v1.pdf](https://www.mercatus.org/system/files/hamilton_-_policy_brief_-_inclusionary_zoning_hurts_more_than_it_helps_-_v1.pdf)

<sup>103</sup> Toder, Eric, Turner, Margery Austin, Lim, Katherine, Getsinger, Liza, "Reforming the Mortgage Interest Deduction", Urban Institute, Tax Policy Center, What Works Collaborative, April 2010, pg. 1, <http://webarchive.urban.org/uploadedpdf/412099-mortgage-deduction-reform.pdf>

on homeownership. More broadly-based interest subsidies or credits for first-time home purchases could increase homeownership more, at the same or lower fiscal cost.”<sup>104</sup>

## Appendix F. List of Exemptions to Vacancy Tax by City Model

There are many reasonable exemptions for allowable vacancies that must be considered when implementing a tax of this nature. A list of exemptions from our comparison cities, as listed in their respective vacancy tax ordinances, are listed in the table below.

<b>Table 13: List of Exemptions by City Model</b>	
Vancouver Model: Empty-Homes Tax <sup>105 106</sup>	<ul style="list-style-type: none"> <li>• Death of the registered owner</li> <li>• Property undergoing redevelopment or major renovations</li> <li>• Resident(s) residing in a hospital, long term or supportive care facility</li> <li>• The residential property is a strata unit in a strata development and prior to 11/16/2016 either prohibited rentals or restricted the number of units to be rented</li> <li>• Transfer of property (an exemption from the payment of property transfer tax under certain sections of the British Columbia Property Transfer Tax Act (e.g. first-time home buyers)</li> <li>• Occupancy for full-time employment</li> <li>• Court order prohibiting occupancy</li> <li>• Limited use residential property: Lawful use of property is limited to vehicle parking; Size/shape/other limitation prevents residential building from being constructed on the parcel</li> </ul>
Washington D.C. Model: Property Enforcement Amendment Act <sup>107</sup>	<ul style="list-style-type: none"> <li>• Undergoing construction and there is a building permit to make the building fit for occupancy that was issued, renewed, or extended within 12 months of the registration date.</li> <li>• For sale or advertised for rent, but not to exceed one year from the initial listing of rent or sale (if residential) and not to exceed two years from the initial listing (if commercial) and should have a valid certificate of occupancy.</li> <li>• It is exempted by the authority of the Mayor for extraordinary circumstances upon showing substantial undue economic hardship, not to exceed 12 months.</li> <li>• Subject to probate or title litigation, not to exceed 24 months.</li> </ul>

<sup>104</sup> Toder, Eric, Turner, Margery Austin, Lim, Katherine, Getsinger, Liza, “Reforming the Mortgage Interest Deduction”, Urban Institute, Tax Policy Center, What Works Collaborative, April 2010, pg. 16, <http://webarchive.urban.org/uploadedpdf/412099-mortgage-deduction-reform.pdf>

<sup>105</sup> Vancouver, City of. “Empty Homes Tax FAQ.” City of Vancouver, [vancouver.ca/home-property-development/empty-homes-tax-frequently-asked-questions.aspx#pdSet46387](http://vancouver.ca/home-property-development/empty-homes-tax-frequently-asked-questions.aspx#pdSet46387)

<sup>106</sup> Vacancy Tax By-Law No. 11674, City of Vancouver, (2020). <https://bylaws.vancouver.ca/11674c.PDF>

<sup>107</sup> The Office of the District of Columbia, “Significant Improvements Needed in DCRA Management of Vacant and blighted property program”, <https://dcauditor.org/wpcontent/uploads/2018/07/Vacant.Blighted.Report.9.21.17.pdf>

	<ul style="list-style-type: none"> <li>• The subject of a pending application for development is awaiting approval by District bodies (i.e., Board of Zoning, Historic Preservation Review Board, etc.), not to exceed 12 months.</li> <li>• The same owner cannot receive more than three cumulative years of exemptions.</li> </ul>
Melbourne Model: Vacant Residential Land Tax <sup>108</sup>	<ul style="list-style-type: none"> <li>• Properties exempt from the land tax (i.e. municipal land, health centers...)</li> <li>• Change of ownership in a calendar year exempts property from the tax in the following year</li> <li>• The property becomes residential land during the preceding calendar year</li> <li>• A property is used as a holiday home for at least 4 weeks per year</li> <li>• A property used by the owner for work purposes for at least 140 days per year</li> <li>• If the property was the owner's principal place of residence immediately before their death, it is not subject to vacant residential land tax for up to three years</li> </ul>
Oakland Model: Vacant Property Tax Act <sup>109</sup>	<ul style="list-style-type: none"> <li>• The property owner's combined family income is equal or less to the "Very Low-Income Limit" for the Oakland-Fremont, CA HUD Metro FMR Area.</li> <li>• The property owner can prove financial hardship.</li> <li>• If the owner has declared bankruptcy.</li> <li>• If the owner was serving in the military and was deployed overseas for at least 60 days.</li> <li>• If the owner died that calendar year.</li> <li>• If the owner inherited the subject property during that calendar year.</li> <li>• Exceptional specific status approved by the City Administrator, such as the extreme physical conditions that prevent the property from being developed.</li> <li>• There is active construction on the property, and the owner has a valid and active building permit for at least 50 days.</li> <li>• If the owner is at least 65-years old and is low-income.</li> <li>• If the owner has received disability or social security disability insurance benefits.</li> <li>• If the owner's property functioned as a non-profit organization for at least 180 days.</li> </ul>
Interviews	<ul style="list-style-type: none"> <li>• Part-time occupancy based on student status<sup>110</sup></li> </ul>

<sup>108</sup> "Vacant Residential Land Tax." *State Revenue Office, Victoria State Government*, [www.sro.vic.gov.au/vacant-residential-land-tax](http://www.sro.vic.gov.au/vacant-residential-land-tax).

<sup>109</sup> City of Oakland, Landreth, Sabrina B. "Vacant Property Tax Implementation Ordinance." *Vacant Property Tax Implementation Ordinance*, 2019.

<sup>110</sup> Retired Attorney. *Interview*. February 28, 2020.

## Appendix G. Statistical Interpretation of Covariate Estimates in the Regression Analysis

For transparency and comprehension, we interpreted all statistically significant covariate coefficients from the regression analysis on page 28. We identified statistically significant coefficients at the 95% confidence interval and above (\*\*p<0.05 and \*\*\*p<0.01).

- All factors equal, for every **two** additional housing units built, we expect, on average, a **one** unit increase in vacant units for Honolulu census tracts [Column (1) – Row (2)].
- All factors equal, for every **three** additional housing units built, we expect, on average, a **one** unit increase in vacant units for D.C. census tracts [Column (3) – Row (2)].
- All factors equal, for every **three** additional units that include families with children, we expect, on average, a **one** unit decrease in vacant units for Honolulu census tracts [Column (1) – Row (3)].
- All factors equal, for every **four** additional units that include families with children, we expect, on average, a **one** unit decrease in vacant units for D.C. census tracts [Column (3) – Row (3)].
- All factors equal, for every **four** additional out of state or from different country migrants, we expect, on average, a **one** unit increase in vacant units for Honolulu census tracts [Column (1) – Row (4)].
- All factors equal, for every **two** additional out of state or from different country migrants, we expect, on average, a **one** unit increase in vacant units for D.C. census tracts [Column (3) – Row (4)].
- All factors equal, for every **\$1,000** increase in individual median income, we expect, on average, a **three** unit increase in vacant units for Honolulu census tracts [Column (1) – Row (5)].
- All factors equal, for every **\$1,000** increase in individual median income, we expect, on average, a **one** unit decrease in vacant units for D.C. census tracts [Column (3) – Row (5)].
- All factors equal, for every **two** additional units that include an occupant with any college experience, we expect, on average, a **one** unit decrease in vacant units for Honolulu census tracts [Column (1) – Row (6)].
- All factors equal, for every **four** additional units that include an occupant with any college experience, we expect, on average, a **one** unit decrease in vacant units for D.C. census tracts [Column (3) – Row (6)].
- All factors equal, for every **\$1,000** increase in household median income, we expect, on average, a **one** unit increase in vacant units for D.C. census tracts [Column (3) – Row (7)].
- All factors equal, for every **\$100** increase in monthly housing costs, we expect, on average, a **ten** unit increase in vacant units for Honolulu census tracts [Column (1) – Row (8)].

## Appendix H: Predictions of Expected Revenue

In order to generate predictions of tax revenue for different vacancy tax rates, we used an estimate of the value of homes owned by out-of-state owners.<sup>111</sup> This value estimate was created in "An Analysis of Real Property Tax", a report from the Research and Economics Analysis Division of the Department of Business, Economic Development and Tourism in October 2017. The report compiles the total value of properties owned by out-of-state owners. The total value is estimated as \$13,634,475,235.<sup>112</sup>

While this estimate does not capture all the vacant units nor their value, out-of-state owners are an approximate measure of vacant properties as the owner's claim of residence elsewhere, implying that the property is vacant for at least part of the year. Fortunately, this makes the estimate conservative, less likely to overestimate, for the value of all vacant properties.

Our predictions of the revenue generated by the tax are based off this number. We multiplied this property value by the percent tax in order to create those predictions. While these assumptions mean that these numbers cannot be relied upon as accurate projections, they can be used to compare options against one another. Comparison is viable because all the calculations were made using the same assumptions. We also averaged 1%, 3% and 5% to create an estimate for the graduated rate. We used an average because without more precise data, we do not know the proportions of vacant homes value and how many homes would fall into each bucket. These numbers are seen in the table below:

<b>Table 5: Analysis of Predicted Revenue by Tax Rate</b>		
<b>Tax Rate</b>	<b>Equation</b>	<b>Predicted Revenue</b>
1%	$\$13,634,475,235 \times .01$	\$136,344,752.35
2%	$\$13,634,475,235 \times .02$	\$272,689,504.70
3%	$\$13,634,475,235 \times .03$	\$409,034,257.05
5%	$\$13,634,475,235 \times .05$	\$681,723,761.75
7%	$\$13,634,475,235 \times .07$	\$954,413,266.45
Average of 1%, 3%, 5% (Used for graduated tax rate based on Property Value)	$(\$136,344,752.35 + \$409,034,257.05 + \$681,723,761.75)/3$	\$409,034,257.05

<sup>111</sup> Department of Business, Economic Development and Tourism, Research and Economic Analysis Division, "An Analysis of Real Property Tax in Hawaii", Appendix I, October 2017, pg. 54, [https://files.hawaii.gov/dbedt/economic/data\\_reports/property\\_tax\\_report\\_2017.pdf](https://files.hawaii.gov/dbedt/economic/data_reports/property_tax_report_2017.pdf)

<sup>112</sup> Ibid.



# Appendix I: Community Engagement Planning Rubric

Utilizing the best practices models found through the process of document analysis of community engagement documents, we created a rubric that included all of the practices utilized or suggested by said models. The following is our Community Engagement Planning Rubric used to analyze across these models:

**Have these three core factors been thoroughly discussed and evaluated prior to engagement and has there been reflection on them as engagement occurs?<sup>113</sup>**

- Objectives
- Target Audience
- Potential Sensitivities

**Core factor utilization** \_\_\_/3

**Have the following factors been considered prior to engagement, and will they be malleable to the needs of the community once engaged?<sup>114</sup>**

- Scope
- Purpose
- Participants
- Context
- Follow Up
- Results

**Prior engagement plans** \_\_\_/6

**CIRCLE model - Capacity, Inclusion, Resources, Community organization, Listening and learning, and Effective participation<sup>115</sup>**

The Working together; Learning together programme - Scottish Community Development Centre  
Capacity – building skills

- Do not imply that 'the community' lacks the skills, knowledge and confidence to act in its own interests
- public agencies respond provide space for capacity building initiative
- all partners need to develop their understanding of each other, and all need to develop knowledge and skills.
- Research has shown the community sector is the most excluded

Inclusion – building equality

- An awareness of inclusion issues is crucial.
- Must engage with the formal representatives of communities and with a whole range of groups and interests.
- If community planning is to address all community issues and perspectives it must also find ways to engage with the excluded. Be aware of diversity, recognizing that a diversity of origin, perception and need in communities is a source of strength

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<sup>113</sup> "Community Planning Toolkit," 2014, [www.communityplanningtoolkit.org](http://www.communityplanningtoolkit.org).

<sup>114</sup> Ibid.

<sup>115</sup> Stuart Hashagen, "Models of Community Engagement" (Scottish Community Development Centre, May 2002).

#### Resources – sustaining change

- lack of resources and assets is a core determinant of poverty and exclusion
- community planning should find ways to build on the assets that communities do have, i.e. buildings and institutions, local knowledge, networks, motivation and energy.
- community planning should adopt an explicit aim of building on the assets and resources that a community has.

#### Building community organization

- Communities have a rich network of groups providing mutual care and support, bringing together interests and concerns, making representations and linking to the wider economy and society.
- Engage these groups and organizations, and facilitate the establishment of new groups where they are needed

#### Building understanding - listening and learning

- Community planning partnerships should also ensure that they are working interactively as learning partnerships, involving all the key stakeholders, and developing methods to monitor, evaluate and learn from the changes they are putting into place

#### Questions to address CIRCLE-

- Is there investment in supporting communities to gain access to the information and knowledge, and to help develop the skills they themselves identify as needed?
- Has inclusion been fully considered? Have there been efforts to include underrepresented groups? Have these efforts been successful?
- What resources does the community offer? Have these been considered? Has there been an effort to effectively utilize these resources and to bring engagement to the community?
- Have these community organizations been identified? Is the list of them comprehensive? Have they attended engagement sessions or met with the City to voice their opinions?
- Is there a feedback loop running concurrent to the engagement effort? Does the city meet with people and/or organizations more than once? Is this regulated or prescribed as part of the process?

**Total usage of CIRCLE \_\_\_/5**

#### **Twelve Practices of Effective Community Engagement for Underrepresented Groups<sup>116</sup>**

Used as a guide to measure whether cities are using best practices for community engagement.

- Identify who is underrepresented at your meeting or event.
- Put yourself in other people's perspectives.
- Listen more than you speak
- Gather input and buy-in on your project, its aims, and its marketing materials.
- Address language barriers.
- Be thoughtful about the location of meetings and events.
- Get creative in defining what "engagement" looks and feels like.
- Tap existing networks to spread the word.
- Provide food and childcare at all events.

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<sup>116</sup> "Best Practices for Meaningful Community Engagement, Tips for Engaging Historically Underrepresented Populations in Visioning and Planning," n.d., [https://groundworkusa.org/wp-content/uploads/2018/03/GWUSA\\_Best-Practices-for-Meaningful-Community-Engagement-Tip-Sheet.pdf](https://groundworkusa.org/wp-content/uploads/2018/03/GWUSA_Best-Practices-for-Meaningful-Community-Engagement-Tip-Sheet.pdf).

- Verbally and publicly acknowledge citizen distrust and historical patterns of decision making that is not reflective of previously gathered public input.
- Manage expectations by being up front and honest.
- Take time to establish “rules of engagement,” sourced from stakeholders in the room.

**Total Utilized \_\_\_/12**

**Have they addressed why people do not show up?**

- Lack of knowledge of the political system
- Previous negative community engagement experience
- Historical patterns of municipal decisions not reflecting community input, broken promises made by political candidates, or both, resulting in reinforced distrust of government and institutions
- Economic barriers; needing to focus on basic needs of self and family
- Not seeing one’s own culture or identity reflected in meeting format or content
- Fear of being judged, unsafe, or unwelcome
- Transportation barriers
- Childcare needs
- Spiritual beliefs and practices
- Immigration status
- Meeting time or date does not consider work schedules, religious holidays, mealtimes, or other family needs

**Total Addressed \_\_\_/11**

**Which underrepresented groups were intentionally involved or present?**

- People whose preferred language is one other than English
- People with low levels of literacy
- Single parents or working parents
- People of color
- Immigrants
- Refugees
- People with disabilities
- Faith communities
- People who are LGBTQ (Lesbian, Gay, Bisexual, Transgender, Questioning)
- Ex-offenders
- Individuals who are homeless
- Youth
- Elders

**Total Underrepresented Groups Involved \_\_\_/12**

## Appendix J: Community Engagement List of Keywords

From the Community Engagement Planning Rubric (Appendix I), we identified 21 keywords or categories of words and 80 sub-keywords that can be associated with equitable community engagement. These keywords (outlined below) were input into Atlas.ti, a qualitative document analysis software, to analyze publicly facing documents from Honolulu, HI, Vancouver, BC, Melbourne, AU, and Oakland, CA.

**Table 14: Community Engagement List of Keywords**

<ul style="list-style-type: none"> <li>• Audience</li> <li>• Barriers <ul style="list-style-type: none"> <li>• Underrepresented</li> <li>• Minority</li> <li>• Identity</li> <li>• Culture</li> <li>• Consent</li> <li>• Understand</li> <li>• Safe <ul style="list-style-type: none"> <li>◦ Unsafe</li> </ul> </li> <li>• Fear</li> <li>• Judge <ul style="list-style-type: none"> <li>◦ Judgement</li> </ul> </li> <li>• Belief</li> <li>• Religion</li> <li>• Spirit <ul style="list-style-type: none"> <li>◦ spiritual</li> </ul> </li> <li>• Immigration <ul style="list-style-type: none"> <li>◦ Immigrant</li> <li>◦ Illegal</li> <li>◦ Document</li> </ul> </li> <li>• Schedule</li> <li>• People of color</li> <li>• Native</li> <li>• Indigenous</li> <li>• Refugee</li> <li>• Ability <ul style="list-style-type: none"> <li>◦ Disability</li> </ul> </li> <li>• LGBTQ <ul style="list-style-type: none"> <li>◦ Lesbian, Gay, Bisexual, Transgender, Questioning, Queer</li> </ul> </li> <li>• Homeless <ul style="list-style-type: none"> <li>◦ Houseless</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Capacity</li> <li>• Community group <ul style="list-style-type: none"> <li>◦ Nonprofit</li> <li>◦ Neighborhood council <ul style="list-style-type: none"> <li>■ Neighborhood</li> </ul> </li> <li>◦ Community organization</li> <li>◦ Local <ul style="list-style-type: none"> <li>■ Local knowledge</li> </ul> </li> <li>◦ Network</li> <li>◦ Asset</li> <li>◦ Resource</li> <li>◦ Society</li> <li>◦ Constituent</li> <li>◦ Partnership</li> <li>◦ Stakeholders <ul style="list-style-type: none"> <li>■ Stake</li> </ul> </li> <li>◦ Voice</li> <li>◦ Community planning</li> </ul> </li> <li>• Context</li> <li>• Engage <ul style="list-style-type: none"> <li>◦ Participate</li> </ul> </li> <li>• Equality <ul style="list-style-type: none"> <li>◦ Inequality</li> <li>◦ Equity</li> <li>◦ Equitable</li> </ul> </li> <li>• Follow Up <ul style="list-style-type: none"> <li>◦ Feedback</li> <li>◦ Response</li> </ul> </li> <li>• Inclusion <ul style="list-style-type: none"> <li>◦ Exclusion</li> <li>◦ Diversity</li> <li>◦ sensitive</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Listen</li> <li>• Learning</li> <li>• Interactive</li> <li>• Monitor</li> <li>• Evaluate</li> <li>• Input</li> <li>• Interests</li> <li>• Meeting <ul style="list-style-type: none"> <li>◦ Location</li> <li>◦ Time</li> <li>◦ Childcare</li> <li>◦ Food</li> </ul> </li> <li>• Need</li> <li>• Objective</li> <li>• Perspective <ul style="list-style-type: none"> <li>◦ Perception</li> <li>◦ Motivation</li> </ul> </li> <li>• Poverty <ul style="list-style-type: none"> <li>◦ Poor</li> <li>◦ Income</li> <li>◦ Wealth</li> <li>◦ Money</li> </ul> </li> <li>• Public</li> <li>• Purpose <ul style="list-style-type: none"> <li>◦ Goal</li> </ul> </li> <li>• Resource <ul style="list-style-type: none"> <li>◦ Investment</li> </ul> </li> <li>• Result</li> <li>• Scope</li> <li>• Scale</li> <li>• Trust <ul style="list-style-type: none"> <li>◦ Distrust</li> <li>◦ Honest</li> <li>◦ Dishonest</li> </ul> </li> </ul>
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## Appendix K: City Community Engagement Document Analysis

The keywords (outlined in Appendix J) were input into Atlas.ti, a qualitative document analysis software, to analyze publicly facing documents from Honolulu, HI, Vancouver, BC, Melbourne, AU, and Oakland, CA. Below are the results of the in-depth analysis for each city:

### Honolulu: Oahu Resilience Strategy<sup>117</sup>

By using a humanist interpretation to assess our codes we found that many of the codes were in a few areas of the study. Within these areas much of the focus was on a one-way exchange of information from the government to the community. Atlas.ti has a tool that compares word usage across codes to determine if two codes interact with one another in the text of a document. We found many instances of co-occurrence between the codes with the highest counts in the text. This shows that the areas of the report that focus on community engagement tend to be the same areas. This speaks to the scope of community engagement as it relates to the entire strategy. That scope being small and only related to some topics, rather than being a practice that is used throughout their strategy to ensure an adequate practice. This co-occurrence also shows that some important codes, like *barriers* and *inclusion*, were often in use with *community groups*. Barriers and inclusion reflect equity considerations. The use of words coded under these categories in conjunction with those that fit within the community groups category shows that there is an effort towards considering equity in community meetings. However, we have found that there have been no efforts to offer childcare, acknowledge underrepresentation, or to solicit feedback. All of these codes registered little to no results in the process of our coding. Additionally, there has been very little discussion of capacity, follow up, objectives, perspectives, poverty, scope, and trust. These items are reflected on our rubric because they are imperative to the proper practice of equitable community engagement. Noting how low these numbers are reflected in our coding strategy is troubling for the efficacy of the resilience engagement strategy.

### Melbourne: Melbourne for All People Plan<sup>118</sup>

The *Melbourne for All People Plan* (MAPP) was a report put together by the City in 2014. It is the sole public facing document that addresses community engagement available for Melbourne. The goal of this report was to serve as a guide for future planning decision making, resource allocation, and services programs for the residents of Melbourne.<sup>119</sup> The document spoke extensively about the City's planned community engagement efforts. Again, practicing humanist interpretation, we found that the document contained 148 codes that were relevant to the practice of community engagement. Within these codes we found that most codes fell into the categories of *barriers*, *community groups*, and *meetings*. Of our 20 coding groups MAPP reflected 15 groups in their document. At a minimum this shows a commitment to using the language we have associated with community engagement. Additionally, the MAPP shows a good faith effort to include language that reflects special attention given to diversity and aboriginal groups within Melbourne. However, a thorough reading of the MAPP illuminates that this document is mostly aspirational. With no

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<sup>117</sup> "O'ahu Resilience Strategy," City and County of Honolulu Office of Climate Change, Sustainability and Resiliency, accessed March 1, 2020, <https://www.resilientoahu.org/resilience-strategy>.

<sup>118</sup> City of Melbourne, "Melbourne for All People Strategy 2014-17," 2014.

<sup>119</sup> "Melbourne for All People Strategy 2014-17,"

subsequent follow-up on implementation or report on their effort we cannot understand what the tangible practice of community engagement is in the City, and thus we do not recommend looking towards Melbourne for useful community engagement practices.

## **Vancouver: International Association of Public Participation**

The City of Vancouver is part of the International Association of Public Participation (iap2), an international non-profit organization that provides community engagement training, guidelines, and best practices to government bodies.<sup>120</sup> iap2 has three pillars of public participation that they recommend to their participants in order to achieve successful community engagement.<sup>121</sup> These pillars are the iap2 Spectrum of Public Participation, the iap2 Core Values, and the iap2 Code of Ethics.<sup>122</sup> Each of these pillars have short public facing web pages that we have assessed in our document analysis. These four documents resulted in 67 total codes, of which the overwhelming majority fell under the “public” keyword group. A reading of the *spectrum* recommends that members of iap2 inform, consult, involve, collaborate with, and empower communities that are being engaged with.<sup>123</sup>

**Inform** – providing the public with objective information and to assist the public in understanding problems, alternatives, and opportunities and solutions

**Consult** – obtain public feedback on alternatives and decisions

**Involve** – ensure public concerns and aspirations are consistently understood and considered

**Collaborate** – partner with public in each aspect of decision making

**Empower** – place final decision making in the hands of the public<sup>124</sup>

The code of ethics is a comprehensive list of principals meant to inform the actions of community engagement practitioners in order to ensure that officials guiding the participation process are acting with full integrity.<sup>125</sup> These principals encompass clear definitions of: purpose, role of practitioners, trust, public’s role, openness, access to the process, respect for communities, advocacy, commitments, and support of practice.<sup>126</sup> In addition to ethics the iap2 process has seven core values that all members must uphold.<sup>127</sup> These values address, but are not limited, needs, understanding, listening and respect. These keyword groups are all deeply important to the proper practice of community engagement. As a result of this analysis we recommend that the City and County of Honolulu explore becoming party to the iap2. The annual cost of membership is relatively low, starting at just under \$400, and this membership will provide adequate training to

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<sup>120</sup> “About the IAP 2 USA,” accessed March 17, 2020, <https://iap2usa.org/about>.

<sup>121</sup> “Core Values, Ethics, Spectrum – The 3 Pillars of Public Participation - International Association for Public Participation.”

<sup>122</sup> “IAP2 Spectrum of Public Participation,” accessed March 17, 2020, [https://cdn.ymaws.com/www.iap2.org/resource/resmgr/pillars/Spectrum\\_8.5x11\\_Print.pdf](https://cdn.ymaws.com/www.iap2.org/resource/resmgr/pillars/Spectrum_8.5x11_Print.pdf); “IAP2 Code of Ethics for Public Participation Practitioners - International Association for Public Participation,” accessed March 17, 2020, <https://www.iap2.org/page/ethics>; “Core Values - International Association for Public Participation,” accessed March 17, 2020,

<sup>123</sup> “IAP2 Spectrum of Public Participation,”

<sup>124</sup> Ibid

<sup>125</sup> “IAP2 Code of Ethics for Public Participation Practitioners - International Association for Public Participation,”

<sup>126</sup> Ibid

<sup>127</sup> “Core Values - International Association for Public Participation,”



ensure that city staff have a proper understanding of what it takes to properly and ethically engage with the community of Oahu.<sup>128</sup>

## **Oakland: Community Engagement Summary Report & Community Engagement Guidelines for Project Applicants**

The City of Oakland has two public facing documents that we have analyzed. These are the *Community Engagement Guidelines for Project Applicants* (CEGPA) and the *Community Engagement Summary Report* (CESR).<sup>129</sup> Combined, these documents had 126 codes reflecting the keywords and groups we used for analysis. Within these codes we saw clear emphasis on barriers, engagement, follow-up, and listening with additional emphasis on community groups and meetings. Most of the text of the CEGPA is spent on outlining a comprehensive five step process for developers to follow when proposing a development in the City.<sup>130</sup> These steps cover many areas of engagement identified in our rubric. However, these steps suffer from a lack of mandated formalization. That is, many of these steps are suggestions rather than requirements.<sup>131</sup> Though the report does call for a written submission of engagement activities, it fails to stipulate a threshold of engagement necessary to ensure proper public participation in planning activities.<sup>132</sup>

The CESR was a retrospective report on engagement activities on behalf of the city completed in 2017.<sup>133</sup> Notably, this is the only document we have encountered that shows direct reporting of interviews with community members.<sup>134</sup> The City was practicing some form of good faith feedback, though it remains unclear if this feedback was put into action. Constructed by a city created *equity team*, this report directly and repeatedly addresses equity concerns in the process of city planning. This team led meetings with “community leaders” that resulted in tangible recommendations for the City.<sup>135</sup> While we do not know what, if anything, came of these meetings, we do know that this feedback is integral to the practice of community engagement.

Without a clear understanding of the results associated with these documents it is unclear if the Oakland approach to engagement has been successful. If the City and County of Honolulu were to use the language and practices of Oakland it would be an adequate starting point to properly functioning community engagement.

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<sup>128</sup> “IAP2 USA - Online Application for Government Agencies,” accessed March 17, 2020, <https://iap2usa.org/govapp>.

<sup>129</sup> “Community Engagement Guidelines for Project Applicants” (City of Oakland, Planning and Building Department, April 2, 2018); City of Oakland, “Community Engagement Summary Report,” August 22, 2017, [https://cao-94612.s3.amazonaws.com/documents/2017-08-22-Community-Engagement-Summary-Report-FINAL-082217\\_condensed.pdf](https://cao-94612.s3.amazonaws.com/documents/2017-08-22-Community-Engagement-Summary-Report-FINAL-082217_condensed.pdf).

<sup>130</sup> “Community Engagement Guidelines for Project Applicants”

<sup>131</sup> Ibid

<sup>132</sup> Ibid

<sup>133</sup> “Community Engagement Summary Report,” August 22, 2017, [https://cao-94612.s3.amazonaws.com/documents/2017-08-22-Community-Engagement-Summary-Report-FINAL-082217\\_condensed.pdf](https://cao-94612.s3.amazonaws.com/documents/2017-08-22-Community-Engagement-Summary-Report-FINAL-082217_condensed.pdf).

<sup>134</sup> Ibid

<sup>135</sup> Ibid

## Appendix L: 5 Step Engagement Strategy<sup>136</sup>

Borrowing from the Oakland model for project applicants we have determined that the City and County of Honolulu should implement the following steps when conducting community engagement for Empty-Homes Tax homes tax:

Step 1. Prepare an inclusive community engagement plan and identify the outcomes, measures, and deliverables for the City's engagement efforts.

- Include key activities, milestones, and products on the project timeline, specific engagement activities based on an overall strategy with clear outcomes, measures, and deliverables
  - Identify and plan to build relationships with the community, particularly low-income communities as identified through the mapping of census data, communities of color, Native Hawaiian residents, and non-English speakers; create a welcoming atmosphere at all activities and events through the use of specific meeting times and services; ensure accessibility for all participants; develop alternative and culturally appropriate methods for engagement; maintain an ongoing presence in the community; and develop partnerships with Native Hawaiian and long term resident community organizations
- Identify the outcomes, measures, and deliverables for the City's engagement efforts
  - Number of people attending engagement activities or contacted about the project; demographic mix of people reached by engagement activities; level of community understanding about the tax ordinance; community attitudes and opinions about the housing needs and target populations; and degree of tax design in response to community input.

Step 2. Identify and partner with a community-based organization that has experience working with nearby stakeholders who will be affected by the proposed development project.

- Consider partnering with community-based organizations, such as Faith Action for Community Equity, Aloha United Way, Alternative Hawaii, Office of Hawaiian Affairs, etc., that are already experienced and equipped in reaching out and hosting community meetings and would be interested in informing the development project.
- Consider partnering with a community-based organization that focuses on work with landlords, developers, part-time residents, and investors.
- Special effort should be made to reach stakeholders traditionally marginalized or under-represented in the political process. Considerations for maximizing under-represented groups in the engagement approach should include things such as the location and time of day for scheduled meetings, childcare, and translation/interpretation needs.

Step 3. Identify and contact impacted residents, employees, business owners, neighbors, and other stakeholders.

- Conduct a good faith effort to identify and contact stakeholders within each community on Oahu, including residents, neighbors, and community and business organizations, such as

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<sup>136</sup> "Community Engagement Guidelines for Project Applicants" (City of Oakland, Planning and Building Department, April 2, 2018).

community-based organizations, recreation centers, libraries, places of worship, and business associations

- Contact information for any questions or concerns to be directed
- Advertise date, time, and location of planned outreach event with all partners and identified communities
- Advertise date, time, and location of any related public hearings or meetings for the tax with all partners and identified communities
- Flyers and written information should be offered in multiple languages and written in a manner that is easily understood to those not familiar with tax policy

Step 4. Conduct community engagement activities.

Tax charrette: A planning session with policy makers, developers, stakeholders, and interested community members to discuss impacts, expectations, and revenue plans for the tax.

- Workshop: A public meeting to exchange information with the community members.
- 'Pop-up' or mobile workshop: A 'pop-up' workshop brings the project representatives to places of interest and local gathering spots in the community
- Living room or focus group chats: Smaller 'living room' events or focus groups held in community spaces (e.g., coffee shop, residents' homes, school classrooms) allow community members to provide input and exchange ideas, and can also be used to have focused follow-up discussions after a large event.
- Endorsement program: Public endorsement should be gained by first educating community members about the proposed tax, asking for their feedback and opinion, and addressing their feedback and opinions, followed by an invitation to support the tax and subsequent affordable housing development projects.
- Have a sign-in sheet or other type of means for contacting interested parties about the project or follow-up activities.
- Collect demographic information of the attendees.
- Take careful notes from any event for reference in follow-up discussions with community members or City staff.
- Consider hosting the meeting during the evening or weekend when stakeholders are more likely to be home, choose a location strategically, and offer services
- Decide if you need a language interpreter and if it is best to meet with the community in their own trusted gathering place, such as a local community center, place of worship, or library, and identify what the platform should be.
- Always provide an opportunity for community members to submit written comments at the event and after the event for those who do not feel comfortable speaking up at a large event or did not have the opportunity to participate.
- Have an evaluation form for attendees to provide feedback on the effectiveness of the engagement activity.

Step 5. Evaluate, summarize, present, and implement.

- Following each community engagement activity (Step 4 outlined above), the developer or project representative should evaluate the effectiveness of the engagement efforts, including whether engagement goals were achieved. Use evaluation forms at engagement events or through other venues to receive feedback from stakeholders and participants in the process.

- Summary of the community engagement plan, outcomes, and measures (Step 1)
- Summary of stakeholders contacted and methods of doing so (Steps 2 and 3)
- Summary of community engagement activities (Step 4), including notes and summary of stakeholder and community input, numbers of participants, demographic information of attendees, and copies of any printed materials related to the event(s) (flyers, postcards, emails, sign-in sheets, presentations, etc.); and
- Explanation of how stakeholder and community input has been or will be incorporated into the tax model and explanation of any input that has not or will not be incorporated into the model.

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JULY 2020

# UNSHELTERED IN HONOLULU

'20

*Examining unsheltered homelessness in  
Honolulu from 2017-2020*

**PREPARED FOR:**

Mayor's Office of Housing  
The City & County of Honolulu  
Partners in Care, O'ahu's Continuum of Care

**PREPARED BY:**

Anna Pruitt, PhD  
Jack Barile, PhD

# ABOUT THE REPORT

This report is the first installment of a series of reports commissioned by the Mayor's Office of Housing and the City of Honolulu in collaboration with the University of Hawai'i at Mānoa and Partners in Care (PIC) to investigate the unsheltered homeless population and its pathways through the service system.

## Goals

This report highlights characteristics of individuals counted as unsheltered homeless in Honolulu's Point-in-Time count between 2017 and 2020. In particular, it details the:

- characteristics of the unsheltered population;
- population's interaction with the service sector; and
- differences between individuals who are counted as homeless year after year and the overall unsheltered population.

## Data

Data consisted of two main sources:

- Annual Point-in-Time (PIT) datasets from 2017 through 2020 for Honolulu County
- Homeless Management Information System (HMIS) data.

## Analysis

From September 2019 to May 2020, researchers:

- searched 9,218 individual cases from the 2017-2020 unsheltered PIT datasets in the HMIS database;
- pulled race and service record data for individuals who matched to HMIS;
- compared 18,319 individual cases across sheltered and unsheltered PIT datasets to identify individuals who have appeared in multiple PIT counts; and
- extensively cleaned PIT datasets and removed 128 duplicate records for individuals counted more than once in the same year.

Due to the data cleaning process and discrepancies uncovered, numbers differ slightly from previous PIT reports; however, this report represents the most accurate data to date on unique unsheltered individuals between 2017-18.

**The overall objective of this project is to leverage existing data and resources to inform and improve service delivery and policy addressing homelessness in Honolulu.**





# UNSHELTERED HOMELESS, 2017-2020

This report provides a snapshot of the characteristics of the overall unsheltered population as counted in the 2017-2020 PIT counts. "Unsheltered" refers to individuals who were sleeping on the street, in a park, in a car, or in another place not meant for human habitation on the night of the PIT count.

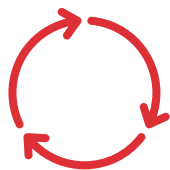
The report then examines "repeaters" - individuals who have appeared in multiple PIT counts over the years. Finally, it draws conclusions and recommends next steps for research, services, & policy. Overall:

# 7,496



unique individuals have been counted as **unsheltered** in the Honolulu PIT counts since 2017, including 6,963 adults and 533 children.

# 19%

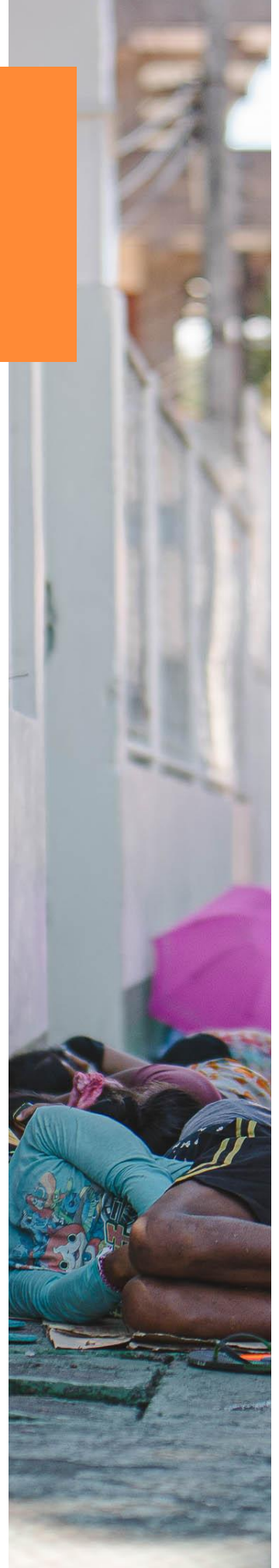


were "**repeaters**," meaning they have been counted in more than one Point-in-Time count (either sheltered or unsheltered) since 2017 ( $n=1,446$ ).

# 42%



of all 7,496 individuals had an existing record in the Homeless Information Management System at the time of their first count, suggesting that they had had **previous contact with services** ( $n=3,120$ ).





# ALL UNSHELTERED

A look into the characteristics of O'ahu's unsheltered population, 2017-2020.

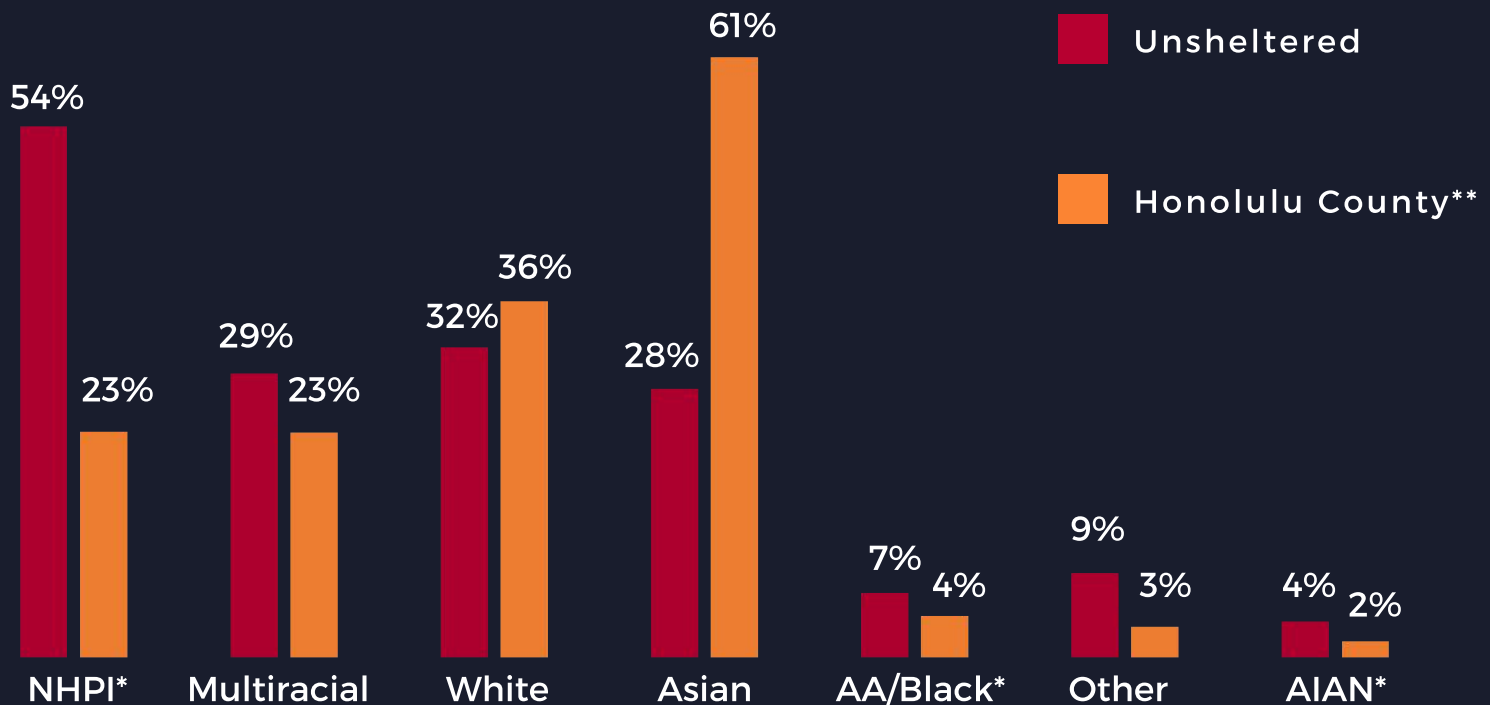


# ALL UNSHELTERED

## Race

The majority of all 7,496 unique individuals counted as unsheltered in the 2017-2020 PITs identified as Native Hawaiian or Other Pacific Islander (NHPI). Almost a third identified as White (32%), and over a quarter identified as multiracial (29%) and Asian (28%).

*Given the high percentage of individuals identifying as multiracial, this report considers racial categories as one or in combination. Thus, an individual can be counted in more than one category. See appendix for mutually exclusive race categorizations and frequencies.*



\*NHPI - Native Hawaiian or Other Pacific Islander

AA/Black - African American or Black

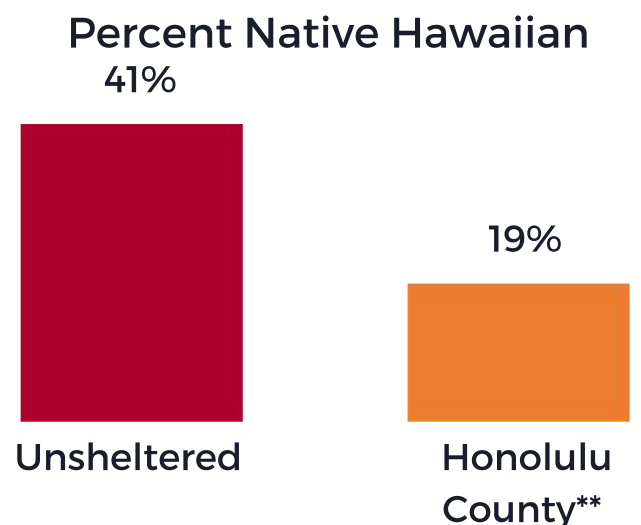
AIAN - American Indian or Alaskan Native

\*\*Honolulu County race data retrieved from the [American Community Survey](#) (2019).

## Racial Disparities

When compared to the general population in Honolulu, individuals identifying as white and Asian were under-represented in the unsheltered population while all other ethnic/racial minorities were over-represented. Individuals identifying as NHPI and multiracial, in particular, were significantly over-represented.

The vast majority of both multiracial (76%) and NHPI (78%) unsheltered individuals identified as Native Hawaiian - a group that was also over-represented substantially, comprising just 19% of the general Honolulu population but 41% of the unsheltered.



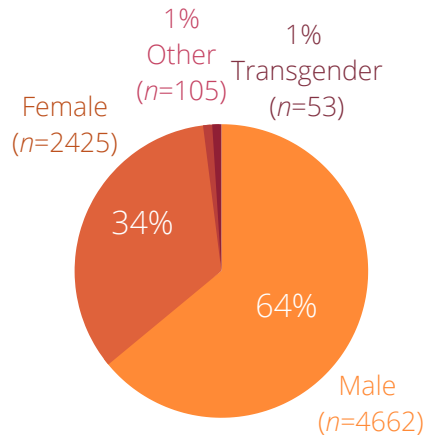
\*\*Honolulu County race data retrieved from the [American Community Survey](#) (2019).

# ALL UNSHELTERED

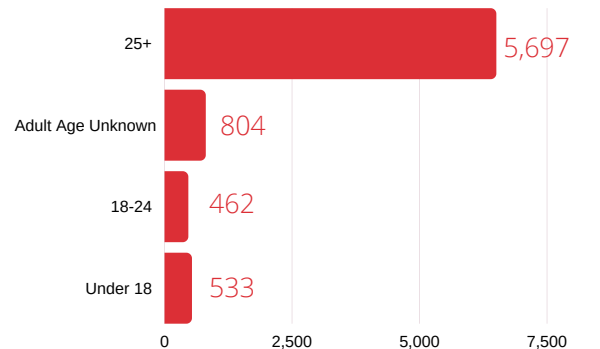
The majority of all 7,496 unique unsheltered individuals from 2017-2020 were male, were adults, and had had little contact with homeless services.

*Percentages were calculated based on the individuals for whom data was available. See Appendix for more detail and frequencies.*

## Gender



## Age



**Average Age: 43\***

\*At most recent PIT.

## Veteran Status



**11%**

of adults with data were veterans (n=616)

## Connection to Services

Of all unsheltered individuals, 42% had an HMIS record at the time of their first PIT count. The 3,120 individuals who had matched to HMIS prior to their first PIT count had been in the system for an average of 6.96 years at the time of their first PIT count. This suggests that for 42% of the unsheltered individuals from 2017-2020, many had been in the system for years. Overall, 47% matched to HMIS, suggesting that a small percentage of individuals entered the service system after their first PIT count.

**Average years in HMIS: 6.96**



# ALL UNSHELTERED

We examined disabling conditions and experiences with domestic violence (DV) for the 6,963 unsheltered adults (this information was not collected on minors). Data completeness varied; thus, we report on individuals with complete data for each item.

*Percentages were calculated based on the individuals for whom data was available. See Appendix for more detail and frequencies.*

**36%** 

**Mental Health  
Issue**

Of the 4,985 adults with data, 1,797 reported a mental health issue.

**31%** 

**Substance Use  
Issue**

Of the 5,017 adults with data, 1,568 reported a substance use issue.

**36%** 

**Physical or  
Developmental  
Disability**

Of the 5,041 adults with data, 1,821 reported a physical, developmental, or other disability.

**32%** 

**Domestic  
Violence  
Survivor\***

\*PIT did not ask unsheltered individuals about DV until 2019

Of the 2,214 adults with data, 710 were survivors of intimate partner violence. 15% of those survivors indicated that they were homeless *because of DV*.

A large proportion of the unsheltered adults from 2017 to 2020 indicated experiencing mental and physical health conditions that kept them from working or carrying out tasks of daily living. Almost a third had experienced DV.

A photograph of several colorful tents (red, green, and blue) pitched under a concrete bridge structure. The ground is paved with cobblestones, and a brick wall is visible on the left. The scene is dimly lit, suggesting an overcast day or a shaded area.

# REPEATERS

A snapshot of the characteristics of the 1,446 individuals who were counted in more than one Point-in-Time count.

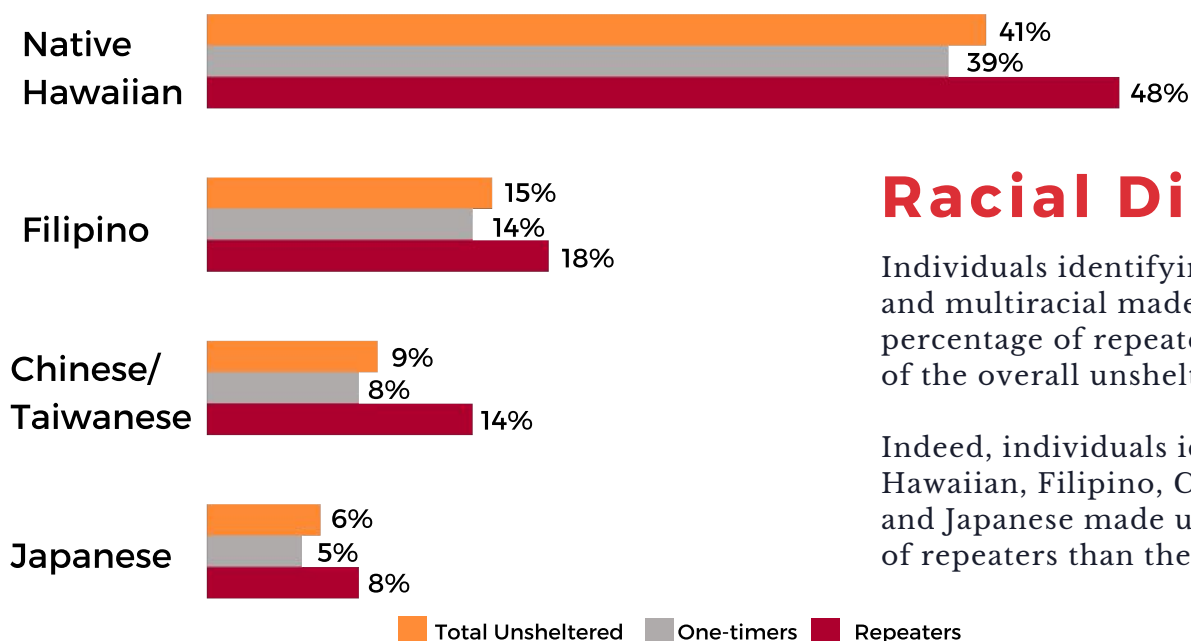
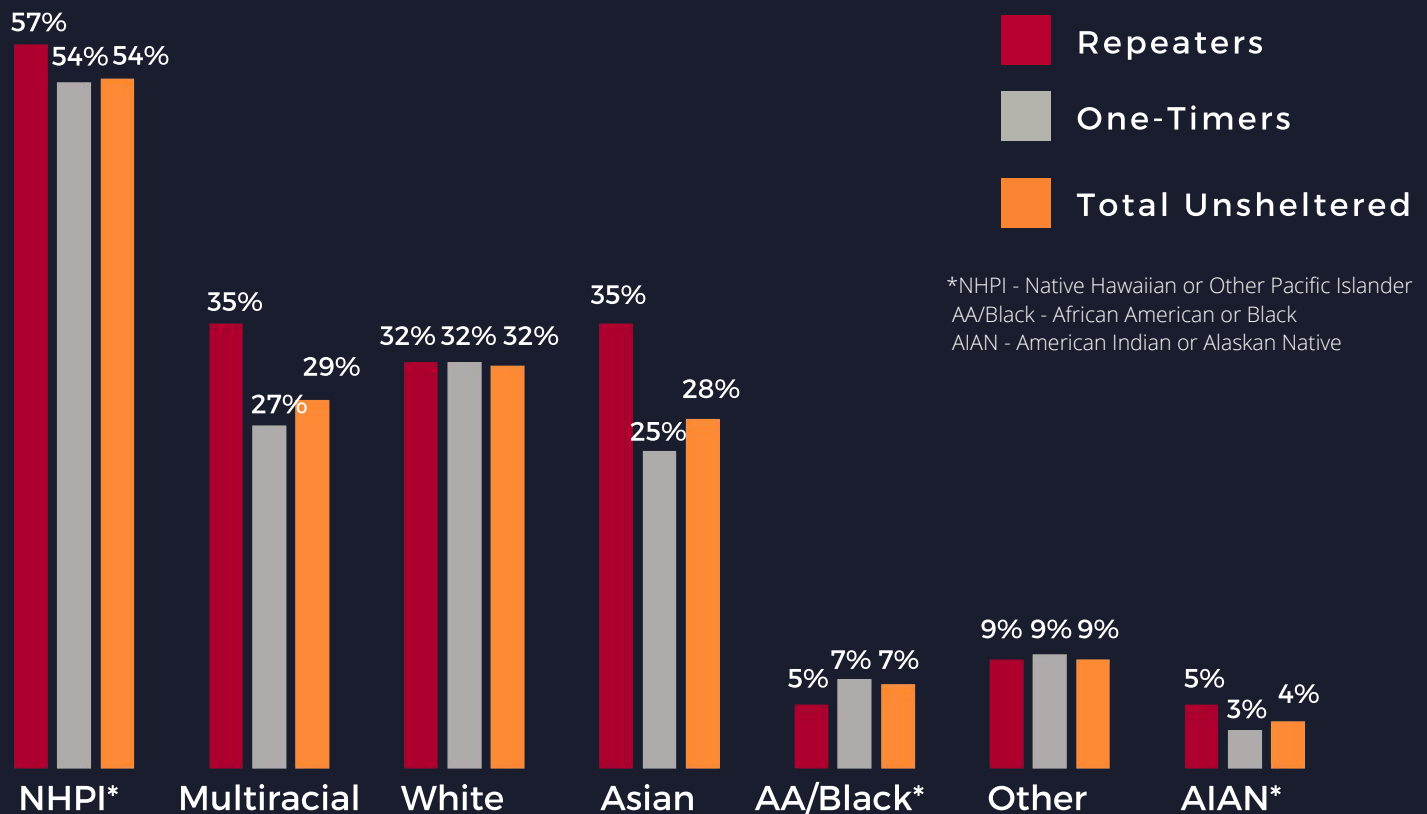


# REPEATERS

## Race

Similar to the overall unsheltered, the majority of the 1,446 "repeaters" identified as Native Hawaiian or Other Pacific Islander ( $n=805$ ), followed by significant percentages of individuals identifying as multiracial (35%), white (32%) and Asian (35%). The table below compares repeaters with "one-timers" and the overall unsheltered population.

*Given the high percentage of individuals identifying as multiracial, this report considers racial categories as one or in combination. Thus, an individual can be counted in more than one category. See appendix for mutually exclusive race categorizations and frequencies.*



## Racial Disparities

Individuals identifying as NHPI, Asian, and multiracial made up a larger percentage of repeaters than their share of the overall unsheltered population.

Indeed, individuals identifying as Native Hawaiian, Filipino, Chinese/Taiwanese, and Japanese made up a larger percentage of repeaters than the overall unsheltered.

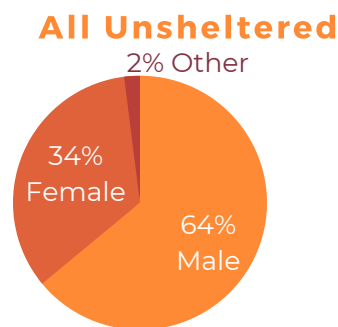
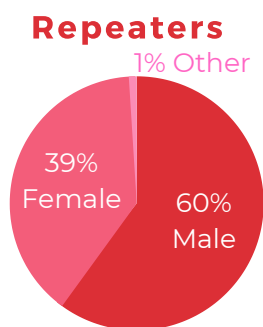


# REPEATERS

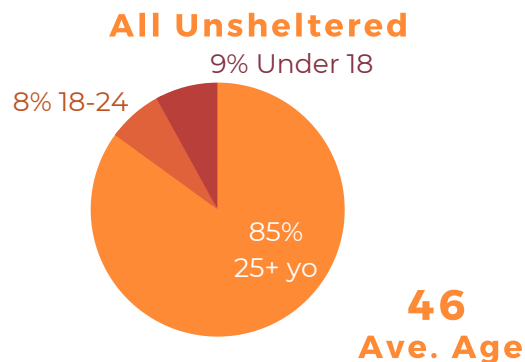
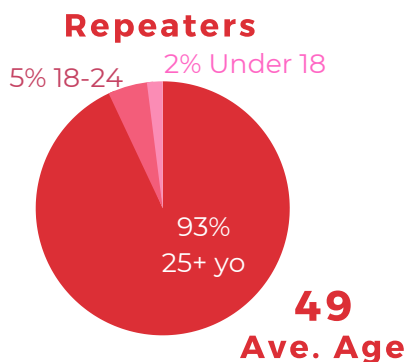
Repeaters tended to have a higher percentage of females and to be older than the overall unsheltered population. Indeed, only 2% of repeaters were children, compared to 9% of the overall unsheltered. Repeaters did not differ from the overall unsheltered population on veteran status. The majority of repeaters had been connected to services, but this finding could be a function of the fact that individuals with completed data were more likely to be matched to HMIS and across PIT datasets.

*Percentages were calculated based on the individuals for whom data was available. See Appendix for more detail and frequencies.*

## Gender



## Age



## Connection to Services



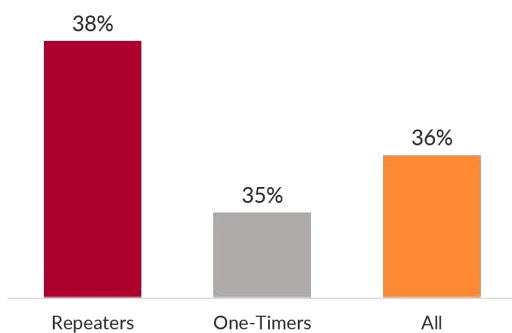


# REPEATERS

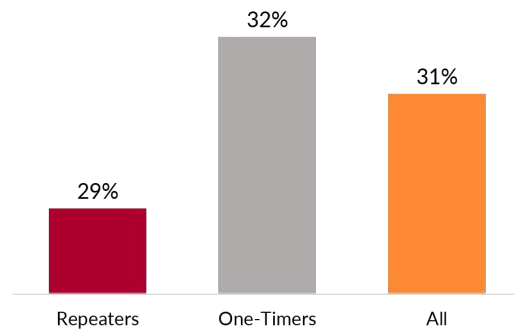
This section compares percentages of unsheltered "repeater" adults ( $n=1,411$ ) reporting disabling conditions and domestic violence with percentages of one-timer ( $n=5,552$ ) and total unsheltered adults ( $n=6,963$ ).

*Percentages were calculated based on the individuals for whom data was available. See Appendix for more detail and frequencies.*

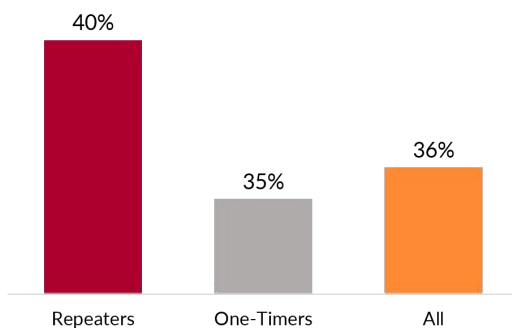
## Mental Health Issue



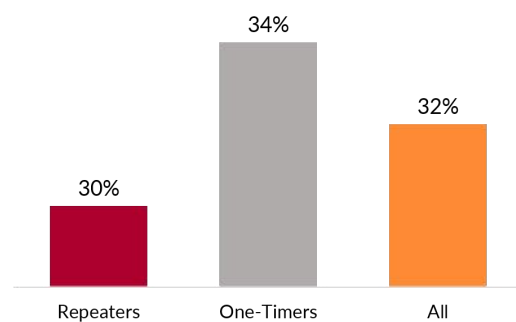
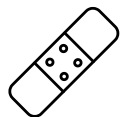
## Substance Use Issue



## Physical or Developmental Disability



## Domestic Violence Survivor

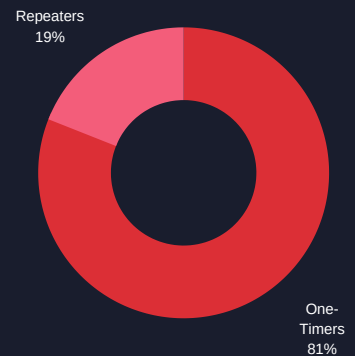


Repeaters were more likely to report experiencing mental health issues and physical or developmental disabilities than one-timers. However, they were less likely to be domestic violence survivors or to report a substance use issue.

# SUMMARY

This investigation demonstrates that the unsheltered population on O‘ahu from 2017 through 2020 was comprised of a small percentage of chronically homeless individuals who appeared in multiple PIT counts as well as a much larger group of individuals who only appeared one time. The majority of unsheltered individuals had not been engaged in services.

This finding suggests that the majority of unsheltered homelessness on O‘ahu is brief and self resolves, which is consistent with research from other locations ([Culhane et al., 2007](#); [Kuhn & Culhane, 1998](#); [Shinn, 1997](#); [2020](#)).



However, differences between the two groups are substantial and suggest different approaches may be needed to reduce unsheltered homelessness in Honolulu. When compared to the overall population of unsheltered individuals between 2017 and 2020:

## Repeaters

Higher percentage of mental health and physical or developmental disabilities;

Higher percentage of Native Hawaiians, Japanese, Filipino, & Chinese/Taiwanese;

Older on average;

Higher percentage of females; and

The majority had an HMIS record.

## One Timers

Higher percentage of substance use issues & domestic violence;

Higher percentage of children & transitional age youth;

Younger on average;

Higher percentage of males; and

The majority had no HMIS record.

The disproportionate representation of Native Hawaiians and Other Pacific Islanders in the unsheltered population is in line with a recent [report](#) examining racial disparities in service utilization. The report found that NHPI individuals were under-represented in emergency shelters and permanent housing programs in Honolulu when compared to their percentage of overall service utilizers ([Pruitt, 2019](#)).

Together, these findings suggest that NHPIs are not receiving needed services and are more likely to remain unsheltered than sheltered. More research is needed to understand if this issue is due to racial disparities in the coordinated entry system (e.g., assessment tool does not capture NHPI vulnerabilities), lack of programs to fit NHPI needs, lack of appropriate housing options, or for some other reason. Additionally, more research is needed to understand disparities among individuals identifying as Asian.

# SUMMARY



Only 42% of all unsheltered individuals from 2017 to 2020 had a record in HMIS at the time of their first PIT, and only 46% had a record at any point. The PIT is an opportunity to engage individuals in services, but this preliminary data suggests that most unsheltered individuals do not become connected to homeless services after being counted in the PIT. While it is possible that individuals already in the system are (re)engaged through the PIT, it does not seem that the PIT is successful in connecting previously unreached individuals to services.

Additionally, those previously connected individuals have been in the system for a long time. Future research should investigate service trajectories for these previously connected individuals to better understand their needs and histories.

## Connection to Services

While most repeaters had been connected to services at some point, the majority of unsheltered individuals in the 2017-2020 PIT counts with HMIS records were not repeaters. This finding suggests that for the majority of individuals who had been engaged in services, **these services had been effective in ending their homelessness.**

A smaller percentage of individuals, who tended to have higher levels of disability, remained on the streets even after engagement in services.





## CONCLUSIONS

Findings suggest that the unsheltered population in Honolulu County is largely due to a steady influx of newly homeless individuals. While a significant percentage of the unsheltered population since 2017 has been repeaters (19%), the majority of unsheltered individuals have been one-timers. Even given the likelihood that some repeaters were missed due to insufficient data (e.g., no name given), the number of one-timers is high.

Given the significant amounts of housing placements by service providers over this time period (e.g., the State estimates an average of 616 permanent housing placements a month in 2019), this preliminary data suggests that

**as quickly as service providers house people, new individuals fall into homelessness to take their place.**

This finding is in line with recent local service utilization records showing that 47% of service utilizers (including shelter users) in 2019 were new to the system. Unfortunately, our findings suggest that many individuals "new" to homelessness are being missed altogether. In other words, island-wide efforts to house individuals have been successful but efforts to prevent people from falling into homelessness have not. Thus, we conclude that

**Reducing the unsheltered population in Honolulu County will likely require a two-tiered approach - continued intensive service provision to chronically homeless and **strong preventative measures.****



# NEXT STEPS

## Service & Policy Suggestions

To reduce unsheltered homelessness on O'ahu, we make the following suggestions based on extant research:

Integrate antipoverty & homelessness services & bring these services to high-risk-neighborhoods.

Provide flexible cash grants to low-income households to prevent homelessness.

Continue eviction prevention measures (e.g., mediation, rental assistance).

Invest in research models that can predict individuals most at-risk for falling into homelessness and develop programs that target these individuals.

Enforce legislation prohibiting landlord discrimination on basis of income or race.

Extend and expand voucher programs, particularly permanent supportive housing programs that provide intensive case management.

Consider alternative tools for coordinated entry assessment given recent research showing the current tool's potential for racial bias against indigenous groups and people of color (see [Wilkey et al., 2019](#)).

Continue ongoing investment in evaluating current approaches, particularly given the changing context due to COVID-19. What worked pre-COVID-19 may not work as well now.

See [Shinn & Khadduri, 2020](#) for more details on the most recent homeless interventions, prevention programs, and policy research.



# Researchers' Next Steps

- Conduct more sophisticated analyses of homelessness service trajectories;
- Investigate differences in pathways through the system based on family composition and other demographics;
- Investigate predictors of repeated appearances in PIT counts;
- Interview (conditions allowing) individuals representing "repeaters" and "one-timers";
- Continue research into homelessness prevention programs and prevention best practices.



**"More research [on prevention programs] could pay big dividends."**

Shinn & Khadduri, 2020, p. 148

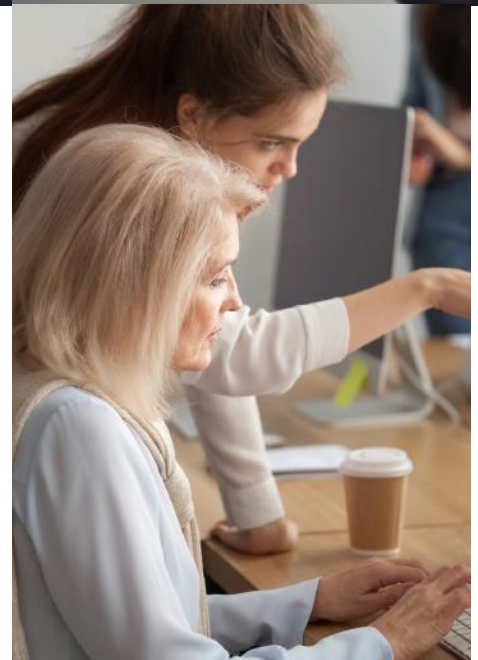


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# Appendix A. Data

## All Unique Unsheltered Individuals Counted in 2017-2020 Point-in-Time Counts 6,963 Adults & 533 Children = 7,496 Total

Data Field		Frequency	Percent of Total	Valid Percent
<b>Individuals by Household Type</b>	Single Adults	5677	76%	76%
	Adults in Families	1286	17%	17%
	Children in Families	450	6%	6%
	Unaccompanied Minors	83	1%	1%
	Total Persons	7496	100%	100%
<b>Sheltered Counts by Year</b> How many unsheltered individuals between 2017 and 2020 have been counted in previous sheltered counts, by year.	Sheltered 2017	72	1%	1%
	Sheltered 2018	108	1%	1%
	Sheltered 2019	98	1%	1%
	Sheltered 2020	144	2%	2%
<b>Unsheltered Count</b> Total of all 7,496 unsheltered individuals counted between 2017 and 2020, by year counted. *Some individuals are counted in multiple years.	Unsheltered 2017	2280	30%	30%
	Unsheltered 2018	2122	28%	28%
	Unsheltered 2019	2352	31%	31%
	Unsheltered 2020	2346	31%	31%
<b>Number of Times Counted in PIT, 2017-2020</b> Number of total unsheltered individuals by number of times counted in PIT between 2017 and 2020.	One PIT	6050	81%	81%
	Two PIT	974	13%	13%
	Three PIT	364	5%	5%
	All Four PIT	108	1%	1%
	Total Persons	7496	100%	100%
<b>Repeater</b> Has individual been in more than 1 PIT count?	<b>Yes</b>	<b>1446</b>	<b>19%</b>	<b>19%</b>
	No	6050	81%	81%
	Total Persons	7496	100%	100%
<b>HMIS Record</b> Does the individual have an HMIS record?	<b>HMIS Record</b>	<b>3482</b>	<b>47%</b>	<b>47%</b>
	No HMIS Record	4014	54%	54%
	Total Persons	7496	100%	100%
<b>HMIS Record</b> Did the individual have an HMIS record at first PIT count?	<b>HMIS Record at PIT</b>	<b>3120</b>	<b>42%</b>	<b>42%</b>
	No HMIS Record at PIT	4376	58%	58%
	Total Persons	7496	100%	100%
<b>Age</b> What is the person's age category?	Under 18	533	7%	8%
	18 to 24	462	6%	7%
	25 and over	5697	76%	85%
	Adults Unknown Age	804	11%	-
	Total Persons	7496	100%	100%

Data Field		Frequency	Percent of Total	Valid Percent
<b>Gender</b> What is your current gender identity?	Male	4662	62%	64%
	Female	2425	32%	34%
	Gender Non-conforming	12	0%	0%
	Transgender	53	1%	1%
	Something else	93	1%	1%
	Missing	251	3%	-
	Total Persons	7496	100%	100%

<b>Hispanic</b> Do you identify as Hispanic?	<b>Yes</b>	<b>994</b>	<b>13%</b>	<b>16%</b>
	No	5258	70%	84%
	Missing	1244	17%	-
	Total Persons	7496	100%	100%

<b>HUD Race Categories</b> Race Alone (mutually exclusive categories)	<b>White</b>	<b>1263</b>	<b>17%</b>	<b>19%</b>
	<b>Black/African American</b>	<b>252</b>	<b>3%</b>	<b>4%</b>
	<b>American Indian/Alaska Native</b>	<b>76</b>	<b>1%</b>	<b>1%</b>
	<b>Asian</b>	<b>812</b>	<b>11%</b>	<b>12%</b>
	Chinese/Taiwanese	34	0%	1%
	Filipino	379	5%	6%
	Japanese	113	2%	2%
	Korean	28	0%	0%
	Vietnamese	11	0%	0%
	Other Asian	35	0%	1%
	Multiple Asian	47	1%	1%
	Unknown	165	2%	3%
	<b>Native Hawaiian / Pacific Islander</b>	<b>2100</b>	<b>28%</b>	<b>32%</b>
	Marshallese	97	1%	1%
	Micronesian	141	2%	2%
	Native Hawaiian	1160	15%	18%
	Samoan	184	2%	3%
	Tongan	18	0%	0%
	Other Pacific Islander	113	2%	2%
	Multiple NHPI	134	2%	2%
	Unknown	253	3%	4%
	<b>Other</b>	<b>158</b>	<b>2%</b>	<b>2%</b>
	<b>Multiple Races</b>	<b>1888</b>	<b>25%</b>	<b>29%</b>
	Unknown/Refused	947	13%	-
	Total Persons	7496	139%	144%

<b>White</b> Alone or in combination	<b>Yes</b>	<b>1973</b>	<b>26%</b>	<b>32%</b>
	No	4258	57%	68%
	Missing	1265	17%	-
	Total Persons	7496	100%	100%

<b>African American/Black</b> Alone or in combination	<b>Yes</b>	<b>410</b>	<b>6%</b>	<b>7%</b>
	No	5821	78%	93%
	Missing	1265	17%	-
	Total Persons	7496	100%	100%

Data Field		Frequency	Percent of Total	Valid Percent
<b>American Indian or Alaskan Native</b> Alone or in combination	<b>Yes</b>	<b>233</b>	<b>3%</b>	<b>4%</b>
	No	5998	80%	96%
	Missing	1265	17%	-
	Total Persons	7496	100%	100%
<b>Asian</b> Alone or in combination	<b>Yes</b>	<b>1714</b>	<b>23%</b>	<b>28%</b>
	No	4517	60%	73%
	Missing	1265	17%	-
	Total Persons	7496	100%	100%
<b>Native Hawaiian or Other Pacific Islander</b> Alone or in combination	<b>Yes</b>	<b>3396</b>	<b>45%</b>	<b>54%</b>
	No	2841	38%	46%
	Missing	1259	17%	-
	Total Persons	7496	100%	100%
<b>Other</b> Alone or in combination	<b>Yes</b>	<b>437</b>	<b>6%</b>	<b>9%</b>
	No	4656	62%	91%
	Missing	2403	32%	-
	Total Persons	7496	100%	100%
<b>Chinese/Taiwanese</b> Alone or in combination	<b>Yes</b>	<b>538</b>	<b>7%</b>	<b>9%</b>
	No	5355	71%	91%
	Missing	1603	21%	-
	Total Persons	7496	100%	100%
<b>Filipino</b> Alone or in combination	<b>Yes</b>	<b>897</b>	<b>12%</b>	<b>15%</b>
	No	5209	70%	85%
	Missing	1390	19%	-
	Total Persons	7496	100%	100%
<b>Japanese</b> Alone or in combination	<b>Yes</b>	<b>348</b>	<b>5%</b>	<b>6%</b>
	No	5543	74%	94%
	Missing	1605	21%	-
	Total Persons	7496	100%	100%
<b>Korean</b> Alone or in combination	<b>Yes</b>	<b>75</b>	<b>1%</b>	<b>1%</b>
	No	5810	78%	99%
	Missing	1611	22%	-
	Total Persons	7496	100%	100%
<b>Vietnamese</b> Alone or in combination	<b>Yes</b>	<b>20</b>	<b>0%</b>	<b>0%</b>
	No	5385	72%	100%
	Missing	2091	28%	-
	Total Persons	7496	100%	100%
<b>Other Asian</b> Alone or in combination	<b>Yes</b>	<b>93</b>	<b>1%</b>	<b>2%</b>
	No	5791	77%	98%
	Missing	1612	22%	-
	Total Persons	7496	100%	100%

Data Field		Frequency	Percent of Total	Valid Percent
<b>Marshallese</b> Alone or in combination	<b>Yes</b>	<b>107</b>	<b>1%</b>	<b>2%</b>
	No	5797	77%	98%
	Missing	1592	21%	-
	Total Persons	7496	100%	100%
<b>Micronesian</b> Alone or in combination	<b>Yes</b>	<b>157</b>	<b>2%</b>	<b>3%</b>
	No	5747	77%	97%
	Missing	1592	21%	-
	Total Persons	7496	100%	100%
<b>Native Hawaiian</b> Alone or in combination	<b>Yes</b>	<b>2408</b>	<b>32%</b>	<b>41%</b>
	No	3499	47%	59%
	Missing	1589	21%	-
	Total Persons	7496	100%	100%
<b>Samoan</b> Alone or in combination	<b>Yes</b>	<b>392</b>	<b>5%</b>	<b>7%</b>
	No	5514	74%	93%
	Missing	1590	21%	-
	Total Persons	7496	100%	100%
<b>Tongan</b> Alone or in combination	<b>Yes</b>	<b>45</b>	<b>1%</b>	<b>1%</b>
	No	5860	78%	99%
	Missing	1591	21%	-
	Total Persons	7496	100%	100%
<b>Other Pacific Islander</b> Alone or in combination	<b>Yes</b>	<b>230</b>	<b>3%</b>	<b>4%</b>
	No	5674	76%	96%
	Missing	1592	21%	-
	Total Persons	7496	100%	100%
<b>Adults Only</b>				
<b>Veteran Status</b> Have you ever served in the US Armed Forces?	<b>Yes</b>	<b>616</b>	<b>9%</b>	<b>11%</b>
	No	5046	73%	89%
	Missing	1301	19%	-
	Total Adults	6963	100%	100%
<b>Active Duty</b> Were you ever on active duty? *Adult Veterans Only	<b>Yes</b>	<b>449</b>	<b>73%</b>	<b>78%</b>
	No	129	21%	22%
	Missing	38	6%	-
	Total Adults	616	100%	100%
<b>Mental Health</b> Do you have a mental health disability that limits your ability to work or perform activities of daily living?	<b>Yes</b>	<b>1797</b>	<b>26%</b>	<b>36%</b>
	No	3188	46%	64%
	Missing	1978	28%	-
	Total Adults	6963	100%	100%

Data Field		Frequency	Percent of Total	Valid Percent
<b>Disability</b> Do you have a physical, developmental, or other disability that limits your ability to work or perform activities of daily living?	<b>Yes</b>	<b>1821</b>	<b>26%</b>	<b>36%</b>
	No	3220	46%	64%
	Missing	1922	28%	-
	Total Adults	6963	100%	100%
<b>Substance Use</b> Do you have an alcohol or drug problem that limits your ability to work or perform activities of daily living?	<b>Yes</b>	<b>1568</b>	<b>23%</b>	<b>31%</b>
	No	3449	50%	69%
	Missing	1946	28%	-
	Total Adults	6963	100%	100%
<b>HIV/AIDS</b> Are you currently living with HIV/AIDs?	<b>Yes</b>	<b>69</b>	<b>1%</b>	<b>1%</b>
	No	4807	69%	99%
	Missing	2087	30%	-
	Total Adults	6963	100%	100%
<b>Domestic Violence</b> Has an intimate partner ever hurt you or controlled your freedom to work, spend money, or spend time with friends or family? *Only asked in 2019 & 2020 PITs.	<b>Yes</b>	<b>710</b>	<b>10%</b>	<b>32%</b>
	No	1504	22%	68%
	Missing	4749	68%	-
	Total Adults	6963	100%	100%
<b>Domestic Violence</b> Are you experiencing homelessness because you are currently fleeing domestic or dating violence, sexual assault, or stalking? *Only asked in 2019 & 2020 PITs.	<b>Yes</b>	<b>330</b>	<b>5%</b>	<b>15%</b>
	No	1873	27%	85%
	Missing	4760	68%	-
	Total Adults	6963	100%	100%

**Unsheltered Individuals Counted in More than One Point-in-Time Count between  
2017-2020 ("Repeaters")  
1,411 Adults & 35 Children = 1,446 Total**

Data Field		Frequency	Percent of Total	Valid Percent
<b>Individuals by Household Type</b>	Single Adults	1138	79%	79%
	Adults in Families	273	19%	19%
	Children in Families	25	2%	2%
	Unaccompanied Minors	10	1%	1%
	Total Persons	1446	100%	100%
<b>Sheltered Count</b> How many unsheltered repeaters between 2017 and 2020 have been counted in previous sheltered counts, by year.	Sheltered 2017	72	5%	5%
	Sheltered 2018	108	7%	7%
	Sheltered 2019	98	7%	7%
	Sheltered 2020	144	10%	10%
<b>Unsheltered Count</b> Total unsheltered repeaters counted as unsheltered each year between 2017 and 2020. *2020 had a large number of observations without identifying information, making matching across years impossible. Thus, the number of repeaters are likely higher than numbers suggest.	Unsheltered 2017	847	59%	59%
	Unsheltered 2018	900	62%	62%
	Unsheltered 2019	827	57%	57%
	Unsheltered 2020*	476	33%	33%
<b>Number of Times Counted in PIT, 2017-2020</b> Number of unsheltered repeaters by number of times counted in PIT between 2017 and 2020.	One PIT	0	0%	0%
	Two PIT	974	67%	67%
	Three PIT	364	25%	25%
	All Four PIT	108	7%	7%
	Total Persons	1446	100%	100%
<b>HMIS Record</b> Does the individual have an HMIS record?	<b>HMIS Record</b>	<b>1344</b>	<b>93%</b>	<b>93%</b>
	No HMIS Record	102	7%	7%
	Total Persons	1446	100%	100%
<b>Age</b> What is the person's age category?	Under 18	35	2%	2%
	18 to 24	66	5%	5%
	25 and over	1331	92%	93%
	Adults Unknown Age	14	1%	-
	Total Persons	1446	99%	100%
<b>Gender</b> What is your current gender identity?	Male	861	60%	60%
	Female	569	39%	39%
	Gender Non-conforming	1	0%	0%
	Transgender	11	1%	1%
	Something else	1	0%	0%
	Missing	3	0%	-
	Total Persons	1446	100%	100%
<b>Hispanic</b> Do you identify as Hispanic?	<b>Yes</b>	<b>253</b>	<b>17%</b>	<b>18%</b>
	No	1143	79%	82%
	Missing	50	3%	-
	Total Persons	1446	100%	100%



Data Field		Frequency	Percent of Total	Valid Percent
<b>HUD Race Categories</b> Race Alone (mutually exclusive categories)	<b>White</b>	<b>244</b>	<b>17%</b>	<b>17%</b>
	<b>Black/African American</b>	<b>35</b>	<b>2%</b>	<b>2%</b>
	<b>American Indian/Alaska Native</b>	<b>15</b>	<b>1%</b>	<b>1%</b>
	<b>Asian</b>	<b>184</b>	<b>13%</b>	<b>13%</b>
	<i>Chinese/Taiwanese</i>	6	0%	0%
	<i>Filipino</i>	98	7%	7%
	<i>Japanese</i>	39	3%	3%
	<i>Korean</i>	8	1%	1%
	<i>Vietnamese</i>	3	0%	0%
	<i>Other Asian</i>	9	1%	1%
	<i>Multiple Asian</i>	16	1%	1%
	<i>Unknown</i>	5	0%	0%
	<b>Native Hawaiian / Pacific Islander</b>	<b>401</b>	<b>28%</b>	<b>28%</b>
	<i>Marshallese</i>	12	1%	1%
	<i>Micronesian</i>	17	1%	1%
	<i>Native Hawaiian</i>	268	19%	19%
	<i>Samoan</i>	45	3%	3%
	<i>Tongan</i>	3	0%	0%
	<i>Other Pacific Islander</i>	25	2%	2%
	<i>Multiple NHPI</i>	30	2%	2%
	<i>Unknown</i>	1	0%	0%
	<b>Other</b>	<b>39</b>	<b>3%</b>	<b>3%</b>
	<b>Multiple Races</b>	<b>501</b>	<b>35%</b>	<b>35%</b>
	Unknown/Refused	27	2%	-
	<b>Total Persons</b>	<b>1446</b>	<b>140%</b>	<b>141%</b>

<b>White</b> Alone or in combination	<b>Yes</b>	<b>447</b>	<b>31%</b>	32%
	No	958	66%	68%
	Missing	41	3%	-
	<b>Total Persons</b>	<b>1446</b>	<b>100%</b>	<b>100%</b>

<b>African American/Black</b> Alone or in combination	<b>Yes</b>	<b>74</b>	<b>5%</b>	<b>5%</b>
	No	1331	92%	95%
	Missing	41	3%	-
	<b>Total Persons</b>	<b>1446</b>	<b>100%</b>	<b>100%</b>

<b>American Indian or Alaskan Native</b> Alone or in combination	<b>Yes</b>	<b>65</b>	<b>4%</b>	<b>5%</b>
	No	1340	93%	95%
	Missing	41	3%	-
	<b>Total Persons</b>	<b>1446</b>	<b>100%</b>	<b>100%</b>

<b>Asian</b> Alone or in combination	<b>Yes</b>	<b>487</b>	<b>34%</b>	<b>35%</b>
	No	918	63%	65%
	Missing	41	3%	-
	<b>Total Persons</b>	<b>1446</b>	<b>100%</b>	<b>100%</b>

<b>Native Hawaiian or Other Pacific Islander</b> Alone or in combination	<b>Yes</b>	<b>805</b>	<b>56%</b>	<b>57%</b>
	No	600	41%	43%
	Missing	41	3%	-
	<b>Total Persons</b>	<b>1446</b>	<b>100%</b>	<b>100%</b>

Data Field		Frequency	Percent of Total	Valid Percent
<b>Other</b> Alone or in combination	<b>Yes</b>	<b>116</b>	<b>8%</b>	<b>9%</b>
	No	1209	84%	91%
	Missing	121	8%	-
	Total Persons	1446	100%	100%
<b>Chinese/Taiwanese</b> Alone or in combination	<b>Yes</b>	<b>188</b>	<b>13%</b>	<b>14%</b>
	No	1204	83%	86%
	Missing	54	4%	-
	Total Persons	1446	100%	100%
<b>Filipino</b> Alone or in combination	<b>Yes</b>	<b>259</b>	<b>18%</b>	<b>18%</b>
	No	1146	79%	82%
	Missing	41	3%	-
	Total Persons	1446	100%	100%
<b>Japanese</b> Alone or in combination	<b>Yes</b>	<b>114</b>	<b>8%</b>	<b>8%</b>
	No	1276	88%	92%
	Missing	56	4%	-
	Total Persons	1446	100%	100%
<b>Korean</b> Alone or in combination	<b>Yes</b>	<b>25</b>	<b>2%</b>	<b>2%</b>
	No	1361	94%	98%
	Missing	60	4%	-
	Total Persons	1446	100%	100%
<b>Vietnamese</b> Alone or in combination	<b>Yes</b>	<b>5</b>	<b>0%</b>	<b>0%</b>
	No	1269	88%	100%
	Missing	172	12%	-
	Total Persons	1446	100%	100%
<b>Other Asian</b> Alone or in combination	<b>Yes</b>	<b>26</b>	<b>2%</b>	<b>2%</b>
	No	1360	94%	98%
	Missing	60	4%	-
	Total Persons	1446	100%	100%
<b>Marshallese</b> Alone or in combination	<b>Yes</b>	<b>14</b>	<b>1%</b>	<b>1%</b>
	No	1390	96%	99%
	Missing	42	3%	-
	Total Persons	1446	100%	100%
<b>Micronesian</b> Alone or in combination	<b>Yes</b>	<b>20</b>	<b>1%</b>	<b>1%</b>
	No	1384	96%	99%
	Missing	42	3%	-
	Total Persons	1446	100%	100%
<b>Native Hawaiian</b> Alone or in combination	<b>Yes</b>	<b>670</b>	<b>46%</b>	<b>48%</b>
	No	734	51%	52%
	Missing	42	3%	-
	Total Persons	1446	100%	100%

Data Field		Frequency	Percent of Total	Valid Percent
<b>Samoan</b> Alone or in combination	<b>Yes</b>	<b>94</b>	<b>7%</b>	<b>7%</b>
	No	1310	91%	93%
	Missing	42	3%	-
	Total Persons	1446	100%	100%
<b>Tongan</b> Alone or in combination	<b>Yes</b>	<b>6</b>	<b>0%</b>	<b>0%</b>
	No	1398	97%	100%
	Missing	42	3%	-
	Total Persons	1446	100%	100%
<b>Other Pacific Islander</b> Alone or in combination	<b>Yes</b>	<b>63</b>	<b>4%</b>	<b>4%</b>
	No	1341	93%	96%
	Missing	42	3%	-
	Total Persons	1446	100%	100%
<b>Adults Only</b>				
<b>Veteran Status</b> Have you ever served in the US Armed Forces?	<b>Yes</b>	<b>152</b>	<b>11%</b>	<b>11%</b>
	No	1239	88%	89%
	Missing	20	1%	-
	Total Adults	1411	100%	100%
<b>Active Duty</b> Were you ever on active duty? *Adult Veterans Only	<b>Yes</b>	<b>113</b>	<b>74%</b>	<b>80%</b>
	No	28	18%	20%
	Missing	11	7%	-
	Total Adults	152	100%	100%
<b>Mental Health</b> Do you have a mental health disability that limits your ability to work or perform activities of daily living?	<b>Yes</b>	<b>495</b>	<b>35%</b>	<b>38%</b>
	No	811	57%	62%
	Missing	105	7%	-
	Total Adults	1411	100%	100%
<b>Disability</b> Do you have a physical, developmental, or other disability that limits your ability to work or perform activities of daily living?	<b>Yes</b>	<b>534</b>	<b>38%</b>	<b>40%</b>
	No	795	56%	60%
	Missing	82	6%	-
	Total Adults	1411	100%	100%
<b>Substance Use</b> Do you have an alcohol or drug problem that limits your ability to work or perform activities of daily living?	<b>Yes</b>	<b>383</b>	<b>27%</b>	<b>29%</b>
	No	942	67%	71%
	Missing	86	6%	-
	Total Adults	1411	100%	100%
<b>HIV/AIDS</b> Are you currently living with HIV/AIDS?	<b>Yes</b>	<b>13</b>	<b>1%</b>	<b>1%</b>
	No	1300	92%	99%
	Missing	98	7%	-
	Total Adults	1411	100%	100%
<b>Domestic Violence</b> Has an intimate partner ever hurt you or controlled your freedom to work, spend money, or spend time with friends or family? *Only asked in 2019 & 2020 PITs.	<b>Yes</b>	<b>248</b>	<b>18%</b>	<b>30%</b>
	No	587	42%	70%
	Missing	576	41%	-
	Total Adults	1411	100%	100%

Data Field		Frequency	Percent of Total	Valid Percent
<b>Domestic Violence</b> Are you experiencing homelessness because you are currently fleeing domestic or dating violence, sexual assault, or stalking? *Only asked in 2019 & 2020 PITs.	Yes	111	8%	13%
	No	725	51%	87%
	Missing	575	41%	-
	Total Adults	1411	100%	100%

**Unsheltered Individuals Counted in Only One Point-in-Time Count between 2017-2020 ("One-Timers")**  
**5,552 Adults & 498 Children = 6,050 Total**

Data Field		Frequency	Percent of Total	Valid Percent
<b>Individuals by Household Type</b>	Single Adults	4539	75%	0%
	Adults in Families	1013	17%	0%
	Children in Families	425	7%	0%
	Unaccompanied Minors	73	1%	0%
	Total Persons	6050	100%	0%
<b>Sheltered Count</b> How many unsheltered one-timers between 2017 and 2020 have been counted in previous sheltered counts, by year.	Sheltered 2017	0	0%	0%
	Sheltered 2018	0	0%	0%
	Sheltered 2019	0	0%	0%
	Sheltered 2020	0	0%	0%
<b>Unsheltered Count</b> Total unsheltered one-timers counted as unsheltered each year between 2017 and 2020. *2020 had a large number of observations without identifying information, making matching across years impossible. Thus, the number of one-timers is likely lower than numbers suggest.	Unsheltered 2017	1433	24%	24%
	Unsheltered 2018	1222	20%	20%
	Unsheltered 2019	1525	25%	25%
	Unsheltered 2020*	1870	31%	31%
<b>HMIS Record</b> Does the individual have an HMIS record?	<b>HMIS Record</b>	<b>2138</b>	<b>35%</b>	<b>35%</b>
	No HMIS Record	3912	65%	65%
	Total Persons	6050	100%	100%
<b>Age</b> What is the person's age category?	Under 18	498	8%	9%
	18 to 24	396	7%	8%
	25 and over	4366	72%	83%
	Adults Unknown Age	790	13%	-
	Total Persons	6050	100%	100%
<b>Gender</b> What is your current gender identity?	Male	3801	63%	66%
	Female	1856	31%	32%
	Gender Non-conforming	11	0%	0%
	Transgender	42	1%	1%
	Something else	92	2%	2%
	Missing	248	4%	-
	Total Persons	6050	100%	100%
<b>Hispanic</b> Do you identify as Hispanic?	<b>Yes</b>	<b>741</b>	<b>12%</b>	<b>15%</b>
	No	4115	68%	85%
	Missing	1194	20%	-
	Total Persons	6050	100%	100%

Data Field		Frequency	Percent of Total	Valid Percent
<b>HUD Race Categories</b> Race Alone (mutually exclusive categories)	<b>White</b>	<b>1019</b>	<b>17%</b>	<b>20%</b>
	<b>Black/African American</b>	<b>217</b>	<b>4%</b>	<b>4%</b>
	<b>American Indian/Alaska Native</b>	<b>61</b>	<b>1%</b>	<b>1%</b>
	<b>Asian</b>	<b>628</b>	<b>10%</b>	<b>12%</b>
	<i>Chinese/Taiwanese</i>	28	0%	1%
	<i>Filipino</i>	281	5%	5%
	<i>Japanese</i>	74	1%	1%
	<i>Korean</i>	20	0%	0%
	<i>Vietnamese</i>	8	0%	0%
	<i>Other Asian</i>	26	0%	1%
	<i>Multiple Asian</i>	31	1%	1%
	<i>Unknown</i>	160	3%	3%
	<b>Native Hawaiian / Pacific Islander</b>	<b>1699</b>	<b>28%</b>	<b>33%</b>
	<i>Marshallese</i>	85	1%	2%
	<i>Micronesian</i>	124	2%	2%
	<i>Native Hawaiian</i>	892	15%	17%
	<i>Samoan</i>	139	2%	3%
	<i>Tongan</i>	15	0%	0%
	<i>Other Pacific Islander</i>	88	1%	2%
	<i>Multiple NHPI</i>	104	2%	2%
	<i>Unknown</i>	252	4%	5%
	<b>Other</b>	<b>119</b>	<b>2%</b>	<b>2%</b>
	<b>Multiple Races</b>	<b>1387</b>	<b>23%</b>	<b>27%</b>
	Unknown/Refused	920	15%	-
	Total Persons	6050	100%	100%
<b>White</b> Alone or in combination	<b>Yes</b>	<b>1526</b>	<b>25%</b>	<b>32%</b>
	No	3300	55%	68%
	Missing	1224	20%	-
	Total Persons	6050	100%	100%
<b>African American/Black</b> Alone or in combination	<b>Yes</b>	<b>336</b>	<b>6%</b>	<b>7%</b>
	No	4490	74%	93%
	Missing	1224	20%	-
	Total Persons	6050	100%	100%
<b>American Indian or Alaskan Native</b> Alone or in combination	<b>Yes</b>	<b>168</b>	<b>3%</b>	<b>3%</b>
	No	4658	77%	97%
	Missing	1224	20%	-
	Total Persons	6050	100%	100%
<b>Asian</b> Alone or in combination	<b>Yes</b>	<b>1227</b>	<b>20%</b>	<b>25%</b>
	No	3599	59%	75%
	Missing	1224	20%	-
	Total Persons	6050	100%	100%
<b>Native Hawaiian or Other Pacific Islander</b> Alone or in combination	<b>Yes</b>	<b>2591</b>	<b>43%</b>	<b>54%</b>
	No	2241	37%	46%
	Missing	1218	20%	-
	Total Persons	6050	100%	100%



Data Field		Frequency	Percent of Total	Valid Percent
<b>Other</b> Alone or in combination	<b>Yes</b>	<b>321</b>	<b>5%</b>	<b>9%</b>
	No	3447	57%	91%
	Missing	2282	38%	-
	Total Persons	6050	100%	100%
<b>Chinese/Taiwanese</b> Alone or in combination	<b>Yes</b>	<b>350</b>	<b>6%</b>	<b>8%</b>
	No	4152	69%	92%
	Missing	1548	26%	-
	Total Persons	6050	100%	100%
<b>Filipino</b> Alone or in combination	<b>Yes</b>	<b>637</b>	<b>11%</b>	<b>14%</b>
	No	4064	67%	86%
	Missing	1349	22%	-
	Total Persons	6050	100%	100%
<b>Japanese</b> Alone or in combination	<b>Yes</b>	<b>234</b>	<b>4%</b>	<b>5%</b>
	No	4268	71%	95%
	Missing	1548	26%	-
	Total Persons	6050	100%	100%
<b>Korean</b> Alone or in combination	<b>Yes</b>	<b>50</b>	<b>1%</b>	<b>1%</b>
	No	4449	74%	99%
	Missing	1551	26%	-
	Total Persons	6050	100%	100%
<b>Vietnamese</b> Alone or in combination	<b>Yes</b>	<b>15</b>	<b>0%</b>	<b>0%</b>
	No	4117	68%	100%
	Missing	1918	32%	-
	Total Persons	6050	100%	100%
<b>Other Asian</b> Alone or in combination	<b>Yes</b>	<b>67</b>	<b>1%</b>	<b>1%</b>
	No	4432	73%	99%
	Missing	1551	26%	-
	Total Persons	6050	100%	100%
<b>Marshallese</b> Alone or in combination	<b>Yes</b>	<b>93</b>	<b>2%</b>	<b>2%</b>
	No	4407	73%	98%
	Missing	1550	26%	-
	Total Persons	6050	100%	100%
<b>Micronesian</b> Alone or in combination	<b>Yes</b>	<b>137</b>	<b>2%</b>	<b>3%</b>
	No	4363	72%	97%
	Missing	1550	26%	-
	Total Persons	6050	100%	100%
<b>Native Hawaiian</b> Alone or in combination	<b>Yes</b>	<b>1738</b>	<b>29%</b>	<b>39%</b>
	No	2765	46%	61%
	Missing	1547	26%	-
	Total Persons	6050	100%	100%

Data Field		Frequency	Percent of Total	Valid Percent
<b>Samoan</b> Alone or in combination	<b>Yes</b>	<b>298</b>	<b>5%</b>	<b>7%</b>
	No	4204	69%	93%
	Missing	1548	26%	-
	Total Persons	6050	100%	100%
<b>Tongan</b> Alone or in combination	<b>Yes</b>	<b>39</b>	<b>1%</b>	<b>1%</b>
	No	4462	74%	99%
	Missing	1549	26%	-
	Total Persons	6050	100%	100%
<b>Other Pacific Islander</b> Alone or in combination	<b>Yes</b>	<b>167</b>	<b>3%</b>	<b>4%</b>
	No	4333	72%	96%
	Missing	1550	26%	-
	Total Persons	6050	100%	100%
<b>Adults Only</b>				
<b>Veteran Status</b> Have you ever served in the US Armed Forces?	<b>Yes</b>	<b>464</b>	<b>8%</b>	<b>11%</b>
	No	3807	69%	89%
	Missing	1281	23%	-
	Total Adults	5552	100%	100%
<b>Active Duty</b> Were you ever on active duty? *Adult Veterans Only	<b>Yes</b>	<b>336</b>	<b>72%</b>	<b>77%</b>
	No	101	22%	23%
	Missing	27	6%	-
	Total Adults	464	100%	100%
<b>Mental Health</b> Do you have a mental health disability that limits your ability to work or perform activities of daily living?	<b>Yes</b>	<b>1302</b>	<b>23%</b>	<b>35%</b>
	No	2377	43%	65%
	Missing	1873	34%	-
	Total Adults	5552	100%	100%
<b>Disability</b> Do you have a physical, developmental, or other disability that limits your ability to work or perform activities of daily living?	<b>Yes</b>	<b>1287</b>	<b>23%</b>	<b>35%</b>
	No	2425	44%	65%
	Missing	1840	33%	-
	Total Adults	5552	100%	100%
<b>Substance Use</b> Do you have an alcohol or drug problem that limits your ability to work or perform activities of daily living?	<b>Yes</b>	<b>1185</b>	<b>21%</b>	<b>32%</b>
	No	2507	45%	68%
	Missing	1860	34%	-
	Total Adults	5552	100%	100%
<b>HIV/AIDS</b> Are you currently living with HIV/AIDS?	<b>Yes</b>	<b>56</b>	<b>1%</b>	<b>2%</b>
	No	3507	63%	98%
	Missing	1989	36%	-
	Total Adults	5552	100%	100%
<b>Domestic Violence</b> Has an intimate partner ever hurt you or controlled your freedom to work, spend money, or spend time with friends or family? *Only asked in 2019 & 2020 PITs.	<b>Yes</b>	<b>462</b>	<b>8%</b>	<b>34%</b>
	No	917	17%	66%
	Missing	4173	75%	-
	Total Adults	5552	100%	100%

Data Field		Frequency	Percent of Total	Valid Percent
<b>Domestic Violence</b> Are you experiencing homelessness because you are currently fleeing domestic or dating violence, sexual assault, or stalking? *Only asked in 2019 & 2020 PITs.	<b>Yes</b>	<b>219</b>	<b>4%</b>	<b>16%</b>
	No	1148	21%	84%
	Missing	4185	75%	-
	Total Adults	5552	100%	100%

## Appendix B. References

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19

# Evaluation Report

CITY & COUNTY OF HONOLULU'S  
HOUSING FIRST PROGRAM

YEAR 5



REPORT PREPARED FOR THE  
IHS, THE INSTITUTE FOR HUMAN SERVICES

ECOLOGICAL  
DETERMINANTS LAB  
Department of Psychology



UNIVERSITY  
of HAWAII  
MĀNOA



# EXECUTIVE SUMMARY

## Program Participation & Retention

Since December 2014, 326 people have received Housing First (HF) services. Of the 326 clients, 137 have exited (42%). As of December 2019, 189 people were enrolled in the program.

The majority have been male (54%) & Native Hawaiian/Other Pacific Islander (51%) with a median age of 51. A large portion have been multiracial (42%).

The most common causes of homelessness reported by clients was lack of affordable housing.

Exited clients were less likely to be male (53%) and younger than the average HF client. 47% of exited clients have transitioned to stable housing.

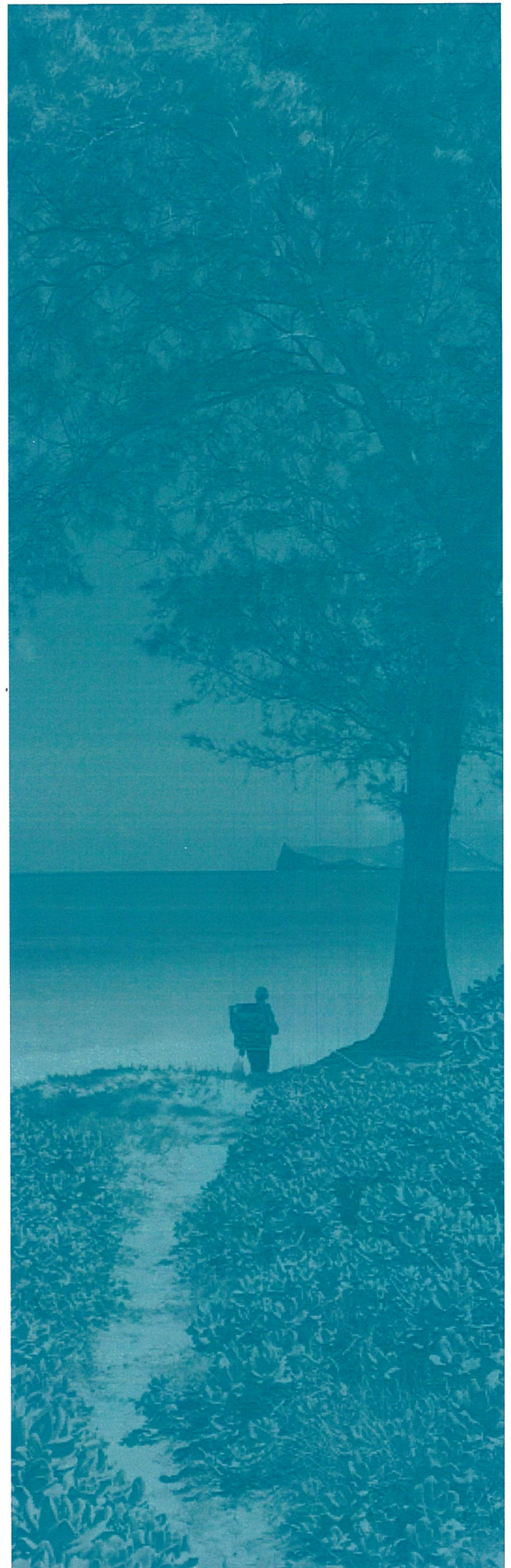
Overall, 92% of all HF clients have not returned to homelessness.

## Progress

The majority of clients who have exited to permanent housing, entered the program in Year 1 and exited in Year 4 or 5, suggesting time to housing stability may take 3-4 years.

Clients reported improvements in mental and physical health.

77% of surveyed clients reported not using illegal drugs in the past month.





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# Background

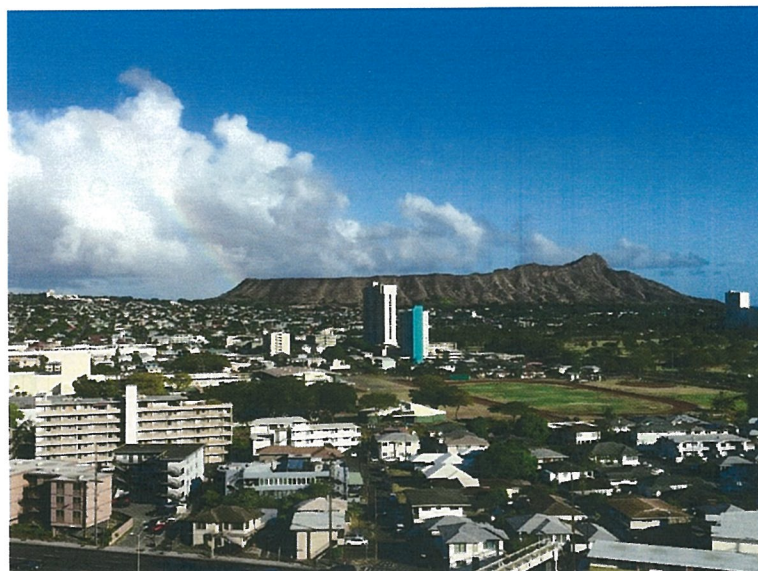
## PROGRAM BACKGROUND

### THE HOUSING FIRST MODEL

The Housing First Model Housing First (HF) is a community intervention that provides permanent, affordable housing for individuals and families experiencing homelessness.[i] HF services are unique in that they do not require individuals to demonstrate that they are “housing ready” before placement. Instead, HF places individuals experiencing homelessness into housing quickly, regardless of current substance use, symptoms of mental illness, or employment status. After housing, the program provides intensive case management to help facilitate the housing process and address physical & mental health needs. HF has received acclaim nationwide as a promising intervention that helps individuals with serious mental illness and/or substance use histories gain stability.[ii]

### HOUSING FIRST ON O‘AHU

In August 2014, the City and County of Honolulu responded to O‘ahu’s homelessness problem by releasing a request for proposals for programs using the HF model. The Institute for Human Services (IHS) submitted a proposal and received funding for December 2014 through November 2015, with the possibility of funding renewal for an additional year. After the first year report showed that the program demonstrated high fidelity to the model and maintained a high housing retention, the contract was renewed for another year.[iii] In July 2016, funding was extended through December 2018 .



Diamond Head, 2019. PC: A.Pruitt



### YEAR 5 - 2019

In year 5, the program concentrated on bringing in another round of clients and transitioning stable clients to other permanent housing locations. Additionally, the program continued to provide opportunities for clients to build social support and life skills through the weekly HF Community Group. This group hosted a Christmas party for other clients, held multiple exhibits on homelessness, and created various forms of artwork.



# Background

## PROGRAM BACKGROUND

### DISSEMINATION AND COMMUNITY EDUCATION

The program has consistently invested in educating the local community on homelessness, housing, and the HF model. Working with the evaluation team, the program has prioritized disseminating program findings and results to the local community and beyond. The evaluation team has presented findings locally, nationally, & internationally to academic, practitioner, and policymaker audiences. Together, we have amassed:

**10**

Media Spotlights

**10**

Presentations

**1**

Community  
Research Grant

**2**

Published Peer-  
reviewed Articles

**2**

Peer-reviewed  
Articles in-progress

**5**

Exhibits

#### Lived Experiences: Out of Homelessness into Housing

- Honolulu Hale, July 2016
- UHM Hamilton Library, Nov. 2018
- Faith Summit on Homelessness Mar., 2019

#### Lived Experiences 2.0: Continuing Recovery from Homelessness

- UHM Hamilton Library, Jan. 2019
- Hawai'i Art & Mental Health Summit, Sept. 2019
- Faith Summit on Homelessness Mar., 2019

Photovoice Exhibit held at Hawai'i Art & Mental Health Summit, 2019





# Background

## EVALUATION BACKGROUND

This report is the fifth installment of an ongoing program evaluation and examines the first five years of the program, highlighting the fifth year. Since 2014, the evaluation has attempted to: understand HF process and implementation; examine adherence to HF fidelity; detect outcomes and impacts; and assess achievement of goals and objectives. Specific evaluation activities by year include:

### YEAR 1

- Developed a Theory of Change based on available literature (see App. E)
- Assessed program implementation & fidelity through staff & client interviews and archival/program data
- Assessed client well-being using interviews and the Housing First Assessment Tool (HFAT; see App. D)

### YEAR 2

- Continued assessing client outcomes using HFAT data
- Expanded evaluation methods to include:
  - GIS mapping
  - Photovoice
  - Community Group participant observations
- Engaged Community Group as co-researchers
- Began assessing long-term goals and community impacts by:
  - Examining impact on criminal justice system using arrest records
  - Attempted to access state AMHD and Medicaid data to examine impacts on system
  - Conducting cost-benefit analysis

### YEAR 3

- Continued HFAT assessments, community group participant observations, and engagement of group as evaluation team members
- Focused efforts on dissemination and community education to address stigma
- Continued attempts to access state AMHD and Medicaid data for cost-benefits analysis

### YEAR 4

- Continued HFAT assessments, community group participant observations, and engagement of group as evaluation team members
- Conducted Photovoice Follow-up Study with the HF Community Group
  - Held two exhibits aimed at sharing HF Photovoice results and educating the community
  - Presented on the HF Photovoice process and article in Santiago, Chile
- Began assessment of childhood and current trauma (see App. J)
- Began collecting data on clients' self-reported causes of homelessness (see App. K)

### YEAR 5

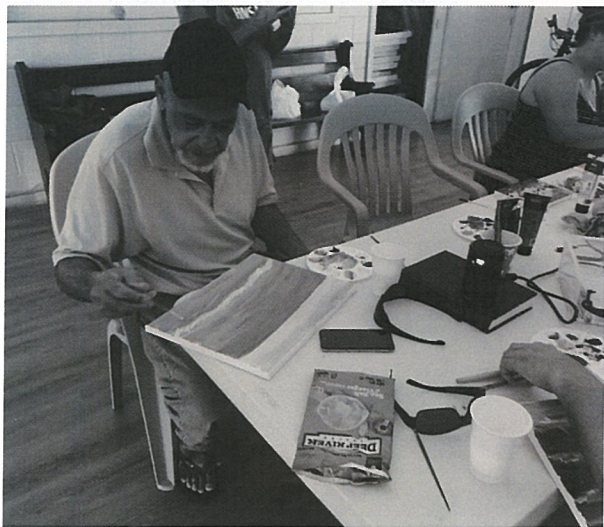
- Continued HFAT assessments, community group participant observations, and engagement of group as evaluation team members
- Continued collecting data on clients' self-reported causes of homelessness
- Assisted in HF Community Group facilitation





# Program Implementation

## HOUSING FIRST COMMUNITY GROUP



J. Lau paints a seascape, 2019

Since October 2015, the program has offered a weekly HF Community Group (CG). The CG's purpose is to give clients a space to build social support, learn life skills, and to work through spiritual, emotional, & personal issues in a safe setting. The CG also functions as a place where clients & case managers can "check in" and take care of administrative concerns.

12 HF clients have consistently attended CG since joining HF and 12 others have occasionally attended CG since joining.

In 2016, the CG became involved in the program evaluation through a Photovoice project, detailed in the Year 2 report.<sup>[iv]</sup> The project resulted in an exhibit of the findings at Honolulu Hale in July 2016. Clients & staff used the exhibit to educate the community about housing & homelessness.

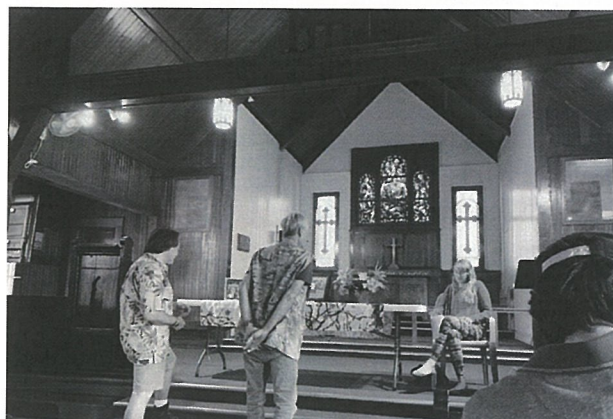
In December 2016, the CG began the yearlong process of coauthoring an academic article for the *American Journal of Community Psychology*.<sup>[v]</sup> The article was one of only 12 articles selected for publication in a 2018 special issue on community mental health

In December 2017, the group received a Society for Community Research and Action (SCRA) Community MiniGrant to conduct a follow-up study exploring the daily lived experiences of HF clients.

The study took place August–November of 2018 and included 22 individuals: 15 clients, 4 staff members, and 3 evaluators. All clients participated in group discussions and generation of themes, with 8 clients taking over 200 photos. The follow-up Photovoice study showed clients' continued reflection on the past. In contrast to the 2016 study, these reflections were associated with less shame and suggested the ability to recognize their strength in the midst of trauma. Importantly, clients expressed great fear of returning to the streets and their past.

In December 2018, photos from the study were featured at the UHM Hamilton Library.

Throughout Year 5, the CG continued to reflect on the findings of and discussions initiated during the follow-up Photovoice study, particularly surrounding stigma and everyday challenges. The group also engaged in creative, arts-based projects as a way to continue these reflections.





# Program Implementation

## HOUSING FIRST COMMUNITY GROUP

### Art Hui

In 2019, the HF CG members engaged in an art project in which they painted signs meant to contrast the negativity and control often displayed on public signage and directed at people experiencing homelessness (e.g., "no sitting," "no loitering," "no public restrooms"). The clients' signs instead read messages such as "Life is good!" and "The Flowers are Blooming for Us!"

In recognizing the healing potential of art and creative expression, the CG participated in several other painting sessions throughout the year. In particular, clients worked on paintings that represented their appreciation for Hawai'i and its natural beauty.



HF client creating artwork of Hawai'i



### Positive Signs Project



Sign created by HF client.



Sign created by HF program evaluator.



Sign created by HF client.



# Program Implementation

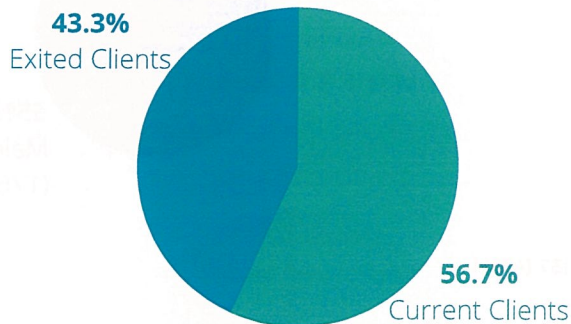
## PROGRAM PARTICIPATION AND RETENTION

Since December 2014, 326 people have received Housing First services. Of these clients, 137 have exited (42%). Of exited clients with known exit destinations, 95 have not returned to homelessness (68%). Overall, 92% of all HF clients with known locations have not returned to homelessness.

As of December 2019, 185 people were receiving services and had been housed for an average of 26 months.

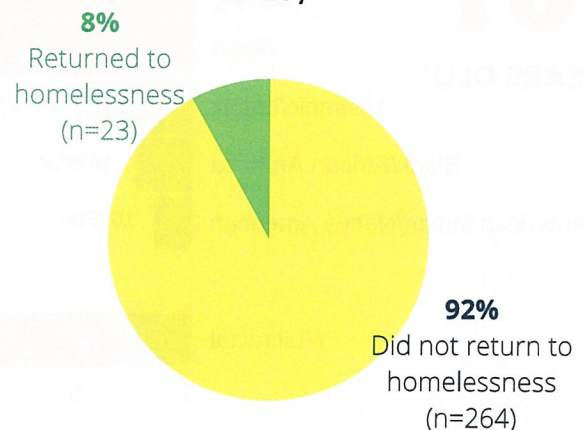
### PROGRAM RETENTION

n=326



### HOUSING RETENTION

n=287\*

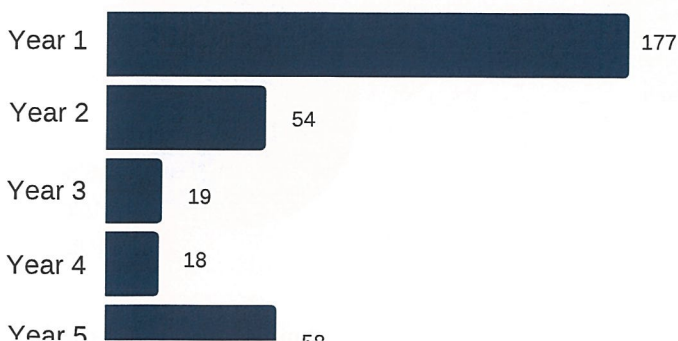


\*Exit destination not known for 19 clients.  
\*Excludes 20 deceased clients.

### ENROLLMENTS

n=326

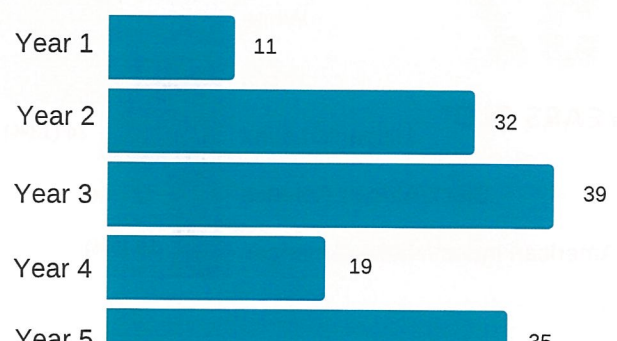
In Year 5, 58 people began receiving Housing First Services from IHS. Twenty of these individuals were transferred from Catholic Charities of Hawai'i's program



### EXITS

n=136\*

In Year 5, 35 people exited HF. This represents the second largest number of exits since the start of the program.





# Client Characteristics

## CLIENT DEMOGRAPHICS

### TOTAL CLIENTS 2014-2019 (N=326)

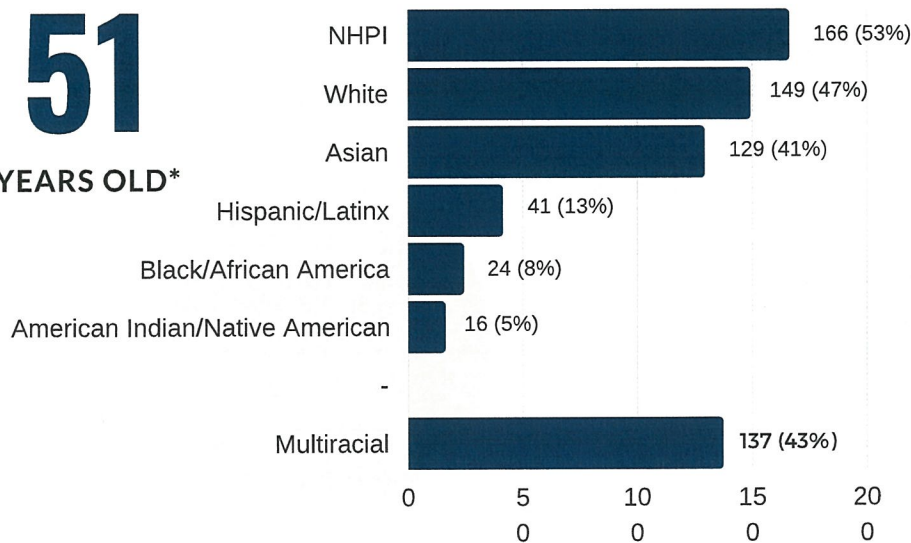
Of clients for which data is present, the majority have been male (55%) and Native Hawaiian/Pacific Islander (NHPI; 53%) with a median age of 51. Forty-seven percent have been white, and 41% Asian. A large portion of clients have been multiracial (43%).

#### MEDIAN AGE

**51**  
YEARS OLD\*

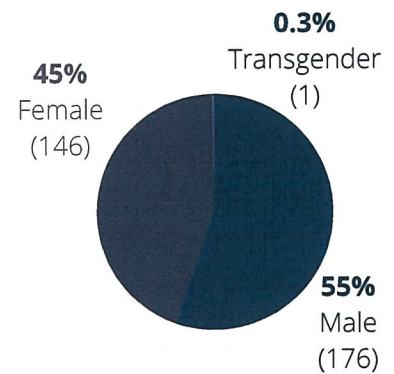
#### RACE

n=315\*\*



#### GENDER

n=319\*\*\*



\*missing age data on 9 clients.  
\*\*missing race data on 11 clients.  
\*\*\*missing gender data on 7 clients.

### CURRENT CLIENTS 2019 (N=189)

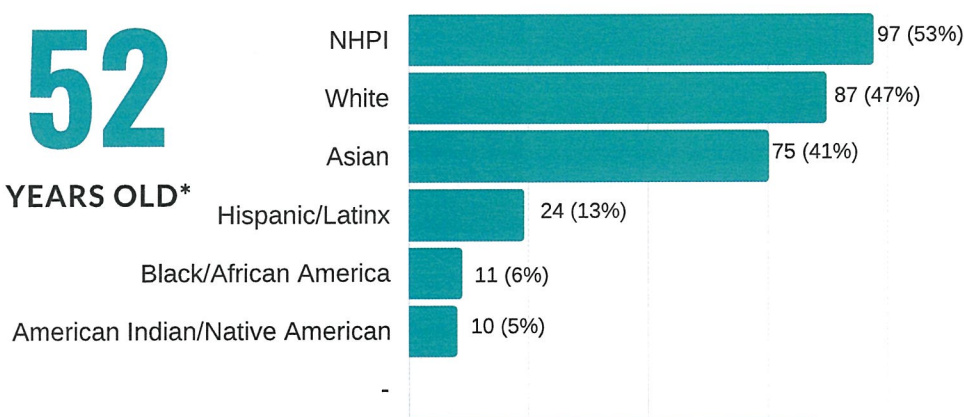
As of December 2019, the majority of current clients with present data were male (56%), with a median age of 52. Fifty-three percent of clients were Native Hawaiian or other Pacific Islander, 47% were White, and 41% were Asian. A large portion of clients identified as multiracial (45%).

#### MEDIAN AGE

**52**  
YEARS OLD\*

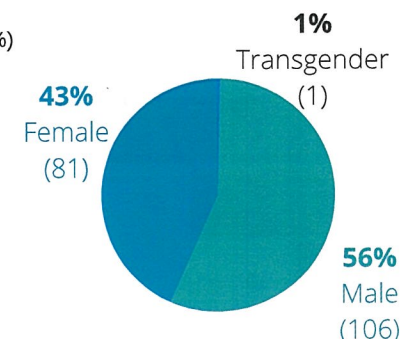
#### RACE

n=184\*\*



#### GENDER

n=188\*\*\*



\*missing age data on 2 clients.



# Client Characteristics

## CLIENT DEMOGRAPHICS

### EXITED CLIENTS (N=137)

Since 2014, 137 clients have exited the program. These clients were younger (median age=45) and less likely to be male (53%) compared to the overall sample.

#### MEDIAN AGE

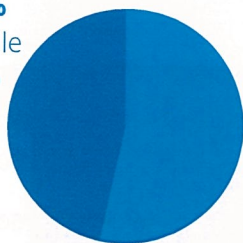
45

YEARS OLD

#### GENDER

n=131\*\*

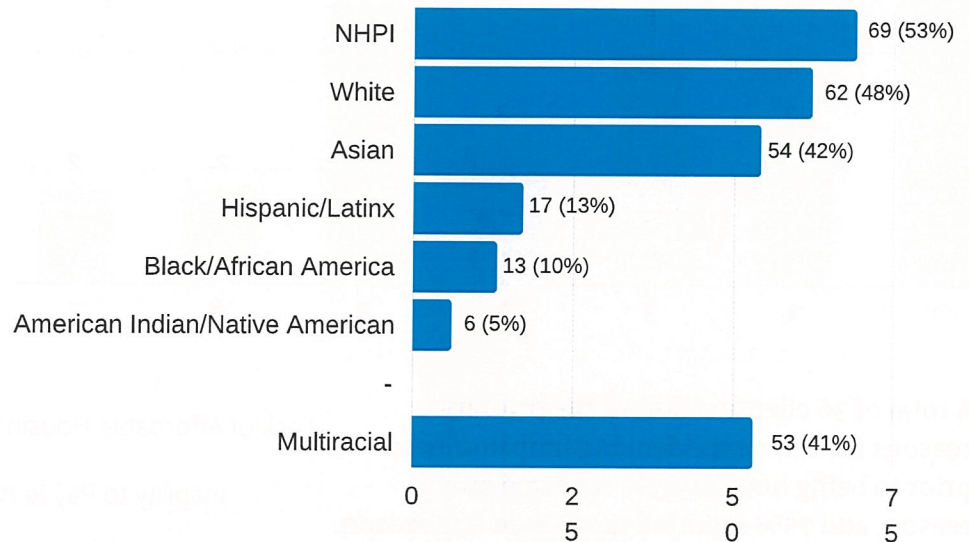
47%  
Female  
(61)



53%  
Male  
(70)

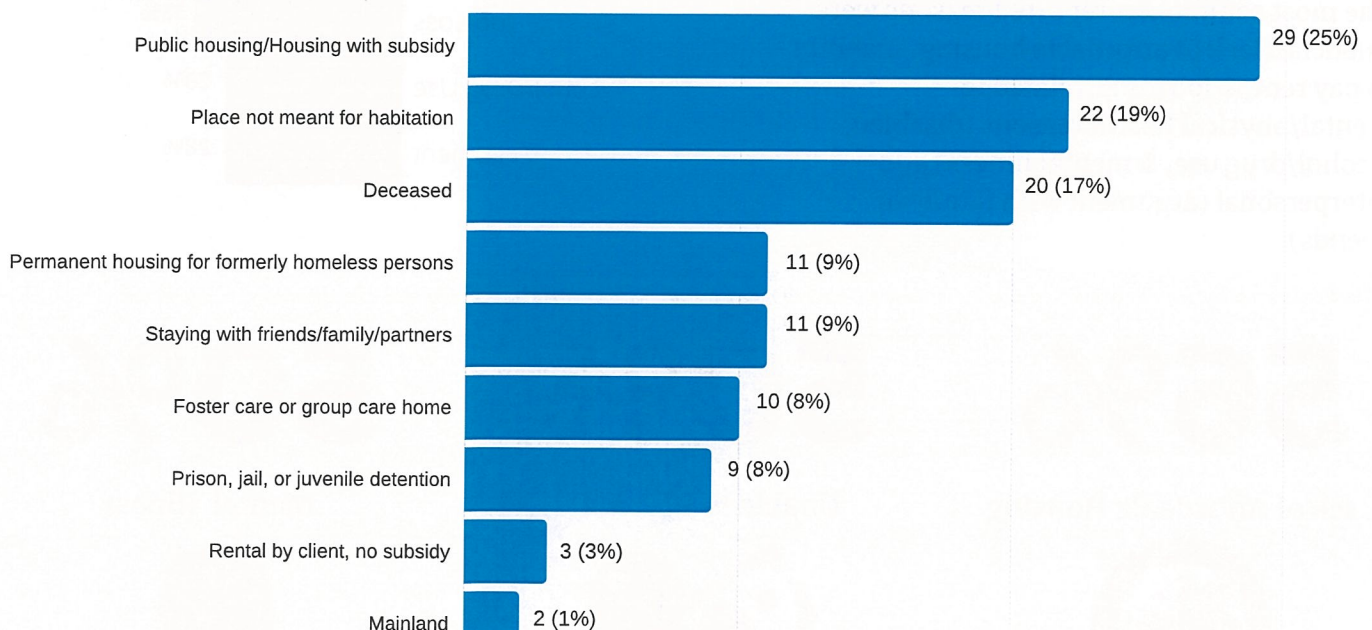
#### RACE

n=130\*



#### EXIT DESTINATION

n=118\*\*\*

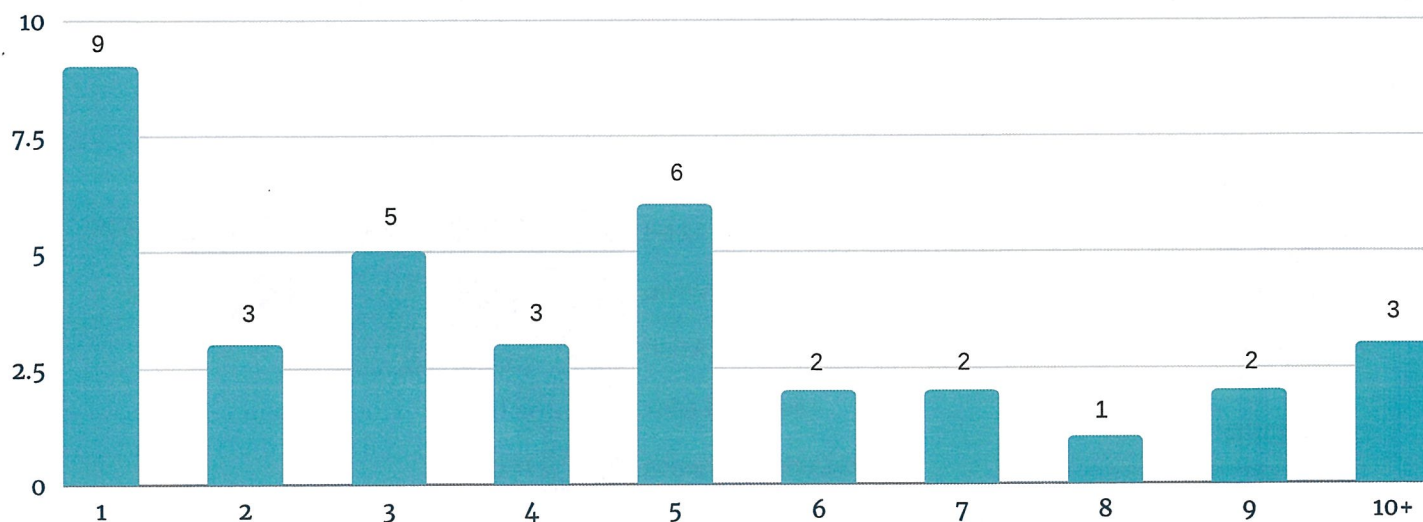




# Client Characteristics

## CLIENTS' SELF-REPORTED REASONS FOR EXPERIENCING HOMELESSNESS

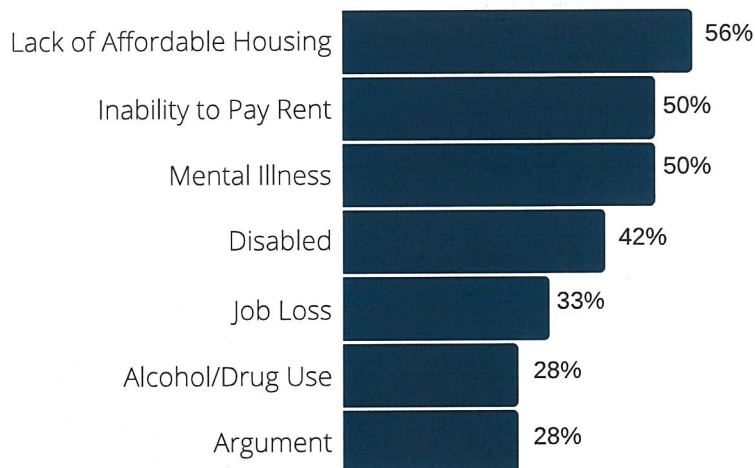
### NUMBER OF REPORTED REASONS FOR HOMELESSNESS



A total of 36 clients reported the primary reasons for their experiencing homelessness prior to being housed. 25% reported only 1 reason, and 75% reported more than one reason.

### MOST COMMON REASONS FOR HOMELESSNESS

The most commonly-reported reasons were financial (lack of affordable housing, inability to pay rent, & job loss), related to mental/physical health reasons (disabled, alcohol/drug use, & mental illness) and interpersonal (argument with family or friends).



# 56%

Lack of Affordable Housing



# 50%

Unable to Pay Rent



# 50%

Mental Illness





# Progress

## EXITS TO PERMANENT HOUSING

One of the program's aims is to transition clients into other permanent housing locations.

Since, 2014, 44 people have exited to permanent housing, comprising 37% of all exited clients with known locations.

The majority of the overall exits to permanent housing occurred in year 5. And 82% of exits in year 5 were to permanent housing.

The majority of individuals who exited to permanent housing entered the program in Year 1 (n=32; 73%) and exited in Year 4 or 5 (n=34; 77%).

### EXITS TO PERMANENT HOUSING

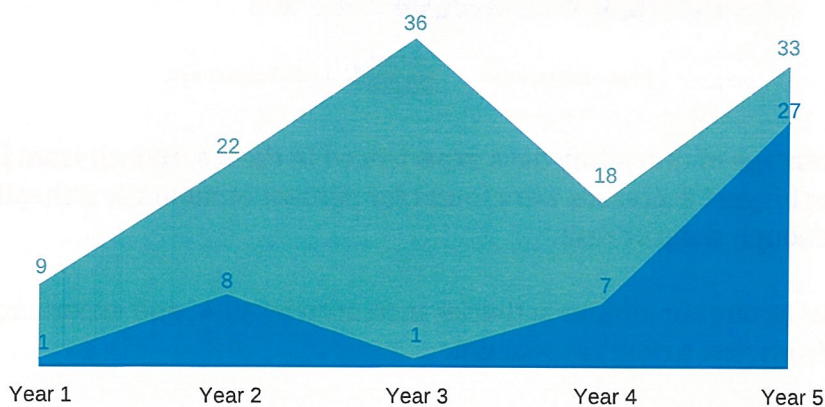
n=118\*

37%  
Exits to  
Permanent  
Housing



### EXITS TO PERMANENT HOUSING BY YEAR

n=118\*



#### Legend

- Total Exits to Known Locations
- Exits to Permanent Housing

\*missing exit destination data on 19 clients.

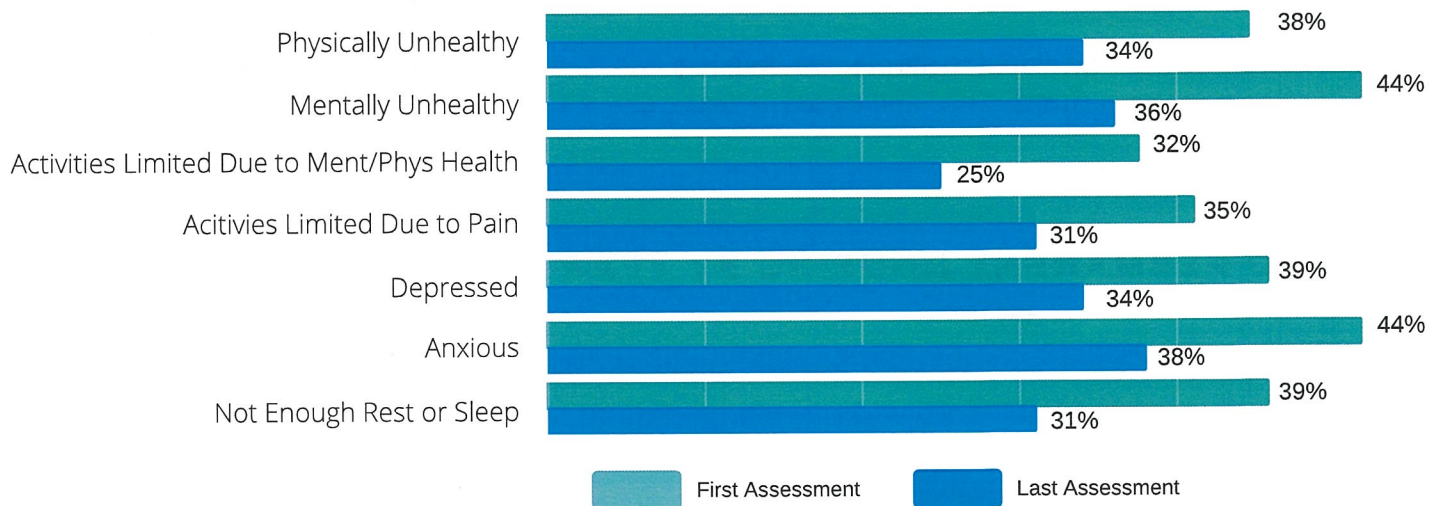


# Progress

## CLIENT WELLBEING

To assess changes to client wellbeing and service needs, we used survey data collected from the start of the program in December 2014 through December 2019. A total of 667 surveys were conducted with 108 unique clients. 77 clients completed at least two surveys. This section reports on the changes from first assessment (at an average of 9 months in the program) to the last assessment (at an average of 20 months in the program) for those 77 clients.

### % OF UNHEALTHY DAYS PER MONTH



Clients reported a decrease in the percentage of unhealthy days experienced in the last month from first assessment to the last assessment. The biggest decreases were found for percent of mentally unhealthy days and percent of days not getting enough sleep or rest.

Conversely, participation in community groups or similar activities increased by 53%, and experiencing violence or trauma decreased by 15% from first to last assessment.

77% of clients reported no illegal drug use at last assessment.

#### PARTICIPATION IN COMMUNITY GROUPS

**+53%**

INCREASED BY 53%

#### REPORTED NO ILLEGAL DRUG USE

**77%**

#### EXPOSURE TO VIOLENCE

**-15%**

DECREASED BY 15%



# Progress

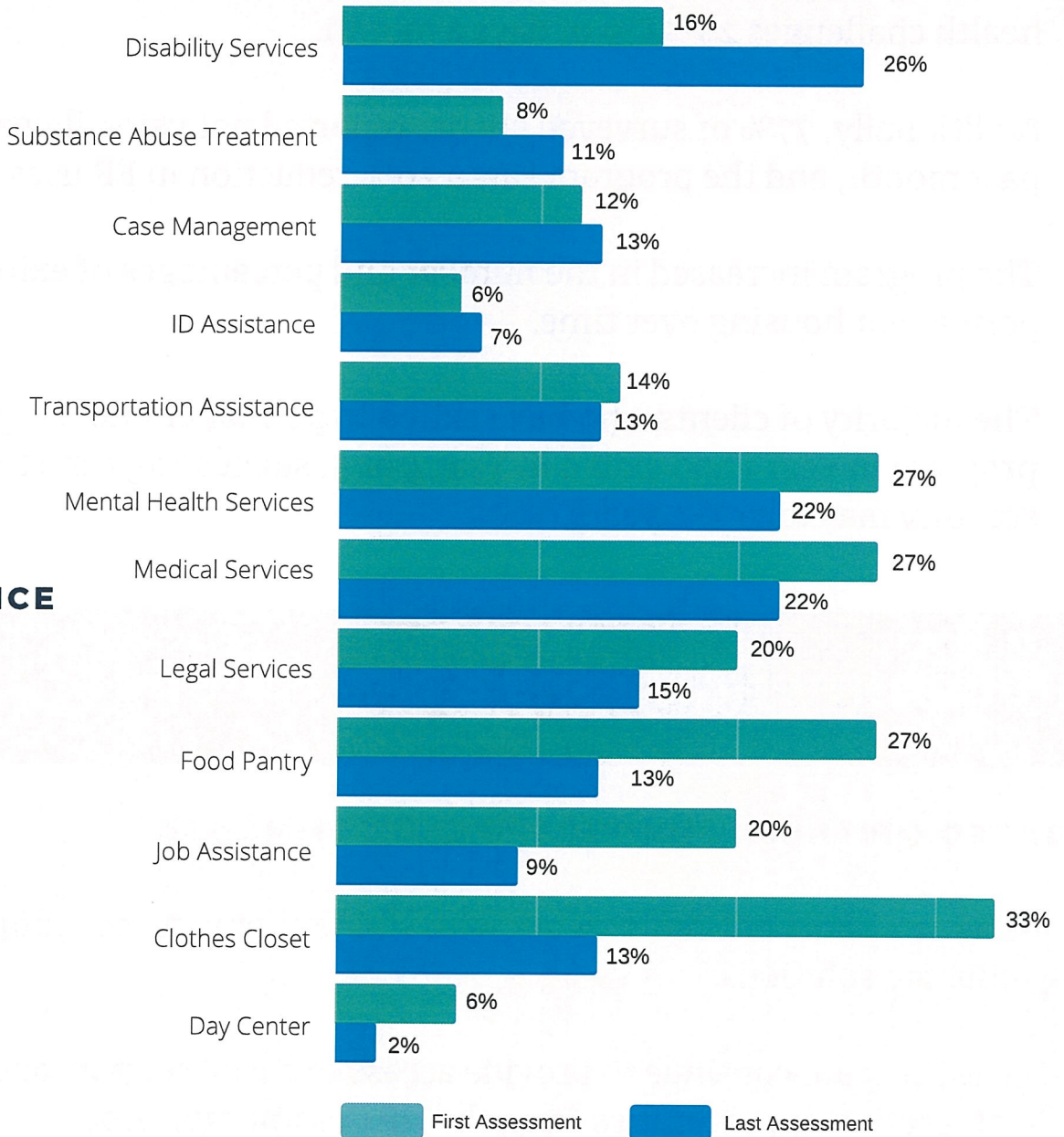
## CLIENT WELLBEING

### SERVICE NEEDS

Clients indicated changes in service needs from first to last assessment. The percent of clients reporting need of disability services, substance abuse treatment, case management, and ID assistance increased, while reported need for all other services decreased.

### MEDICAL & CRIMINAL JUSTICE SYSTEMS INTERACTIONS

Clients also reported reductions in ER visits from first to last assessment, and at last assessment only 6% of clients had experienced hospitalization in the last month. Less than 3% had been arrested in the last month.



ARRESTED

<3%

HOSPITALIZED

6%

ER VISITS

-26%





# Addressing Homelessness, a Strategic Approach

**City and County of Honolulu**

Department of Community Services

Department of Land Management

Mayor's Office of Housing

May 20, 2019

NB: This presentation was first made to the City Council's Committee on Zoning and Housing on April 25, 2019. Several slides have been revised due to the release of updated data.





## Vision Statement

*"It is in your hands to create a  
better world for all who live in it."*

Nelson Mandela





Mayor Kirk Caldwell

"The only permanent solution to homelessness is housing and an effective support system and the only way this can be achieved is through the city, state, and service providers working closely together."

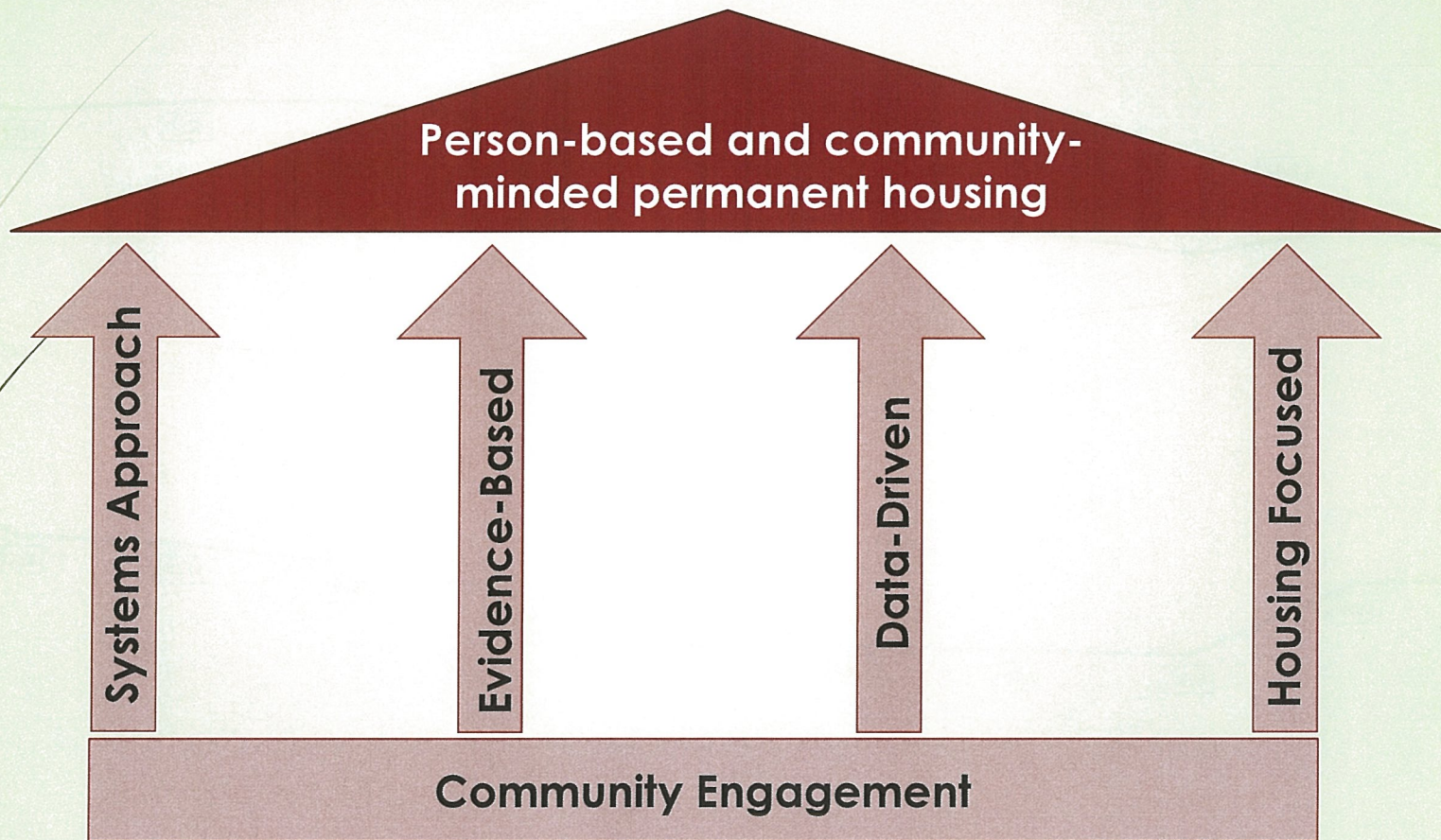


# City's Strategic Plan to Addressing Homelessness



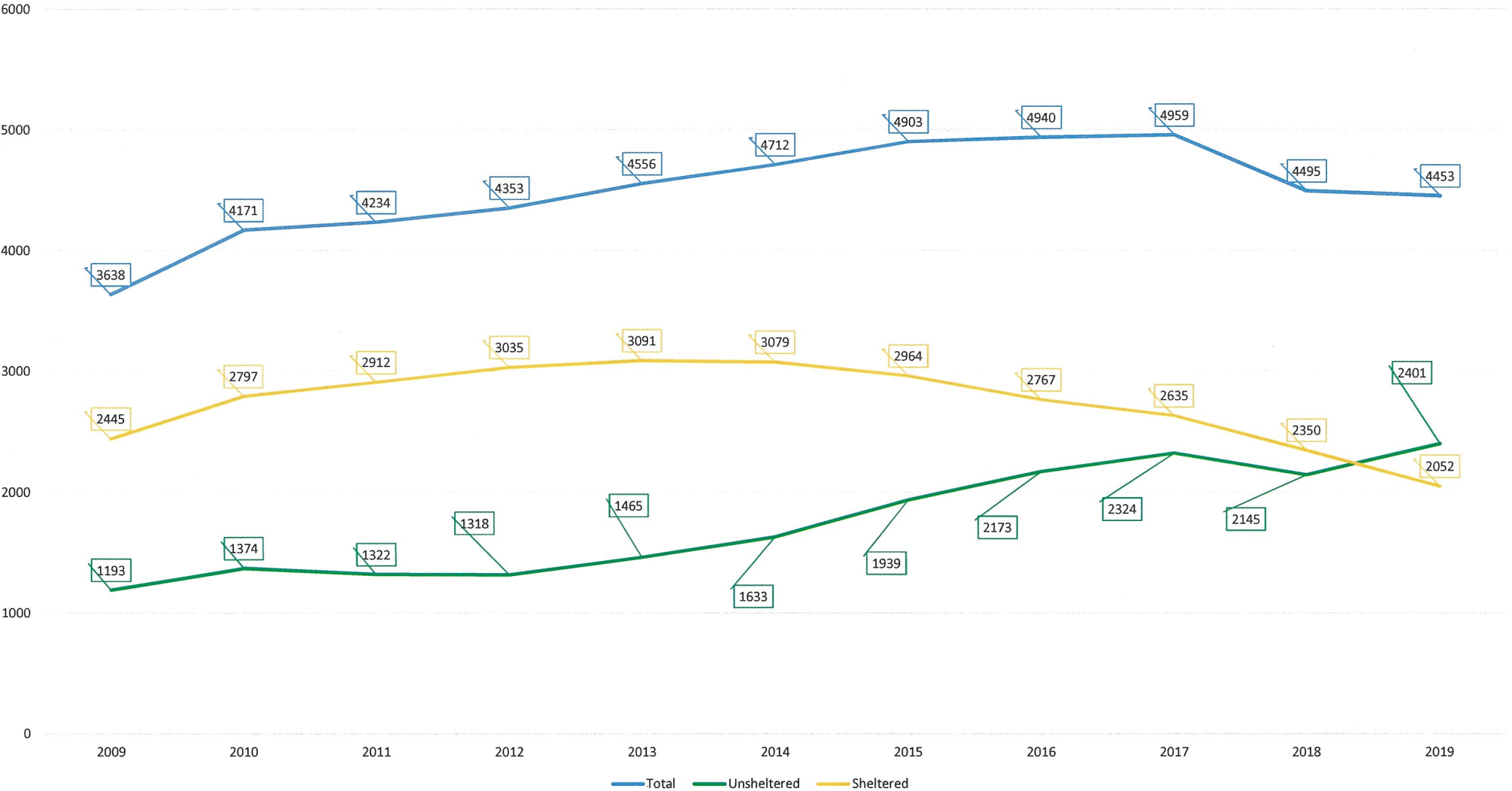
# Strategy Framework - Homeless Action Plan

(2018 HAP pages 24–26)





Sheltered, Unsheltered, and Total Trends





## Our Goal is to End Homelessness

**“To end homelessness, every community needs to be able to implement a system response that ensures homelessness is prevented whenever possible or, if it can’t be prevented, it is rare, brief, and a onetime experience.”**

(Pg. 9, Home, Together: The Federal Strategic Plan to Prevent and End Homelessness, *United States Interagency Council on Homelessness*, 2018)





## Ten Action Plan Goals (2013 – Current)

(2018 HAP pages 16-21)

1. Provide **tenant based rental assistance through Housing First**, including case management, work readiness, employment assistance, and legal services
2. **Develop housing**, including the acquisition or renovation of a building or units
3. Provide **homeless prevention and rehousing services**
4. Continue working with **Continuum of Care** agencies
5. Use **CDBG and HOME funds** to support the Housing First model





## Ten Action Plan Goals (2013 – Current)

(HAP pages 16-21)

6. Play a significant policy role as a **funder of programs**
7. Leverage federal, state, and private sector **partnerships for services** including medical, psychological, social, vocational, and legal needs
8. Adoption of new **affordable housing policy** to make housing more affordable
9. Seek opportunities to **improve income-generating ability** of those most vulnerable to homelessness
10. Seek **legislative opportunities** to further homelessness initiatives





# Approach to Achieve Homeless Action Plan





Strategy  
Actions



Dashboard  
key targets



Outcomes



## 2019 Key Measures




**1,602**  
HOUSED YEAR TO-  
DATE  
(as of April)



**172**  
2019 NEW UNITS  
PROJECTED



2018 TO  
NON-PROFIT  
PARTNERS  
**\$18.2M**

BED  
UTILIZATION  
**83%**  
  
(As of April)

**742**   
TBRA  
RENT VOUCHERS

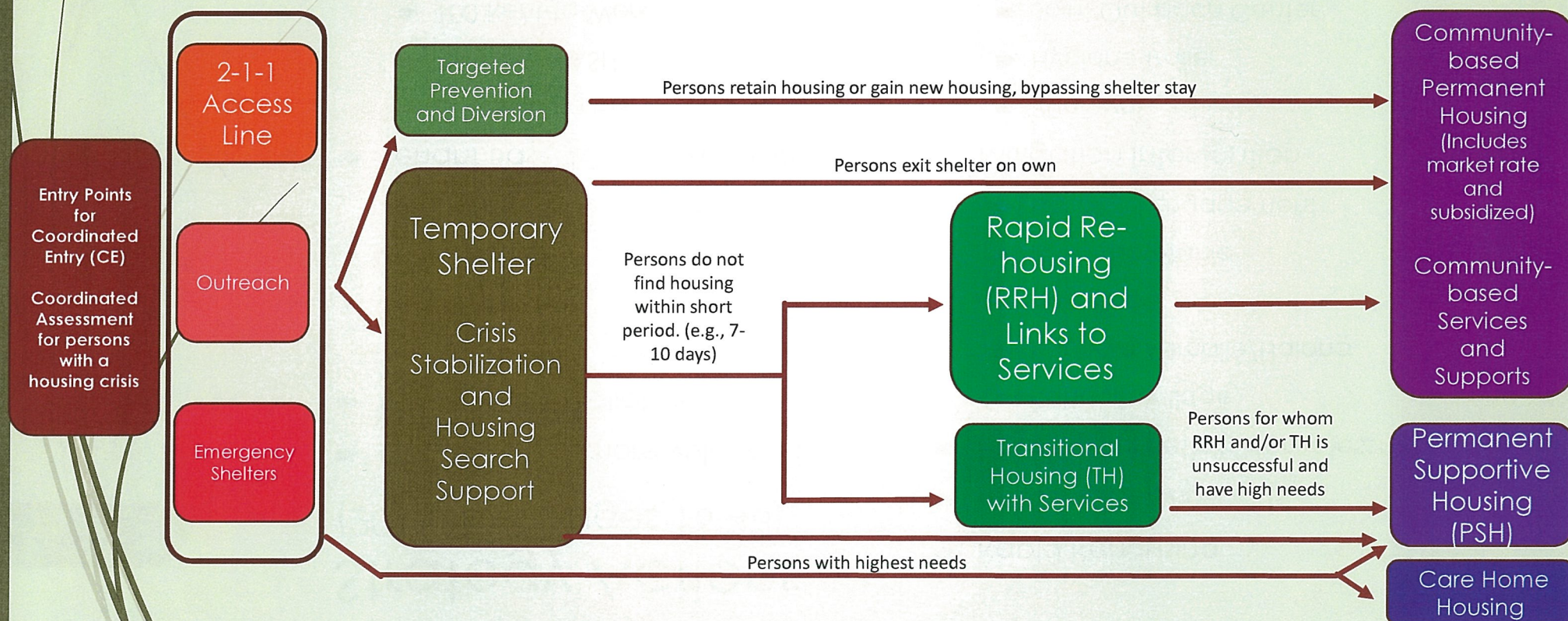
**401**  
  
AVG HOUSED  
EACH MONTH  
(as of April)



**12,946**  
SERVICES PROVIDED AT  
PUNAWAI REST STOP (as  
of March)



# Hawaii's Coordinated Homeless Crisis Response System (2018 HAP Exhibit D)







# Strategy Actions

(2018 HAP pages 16-46)

- CES- focus on more vulnerable
- Interagency Collaboration
  - Alignment/Coordination
  - City/State
  - HPD/HELP
  - Outreach/Transportation
- Tenant Based Rental Assistance
  - 315 Housing First
  - 227 HUD-VASH
  - 100 Rent-to-Work
  - 100 Family Unification
- Rapid Rehousing
- HMIS Support/Reports
- Housing Targeting Homelessness
  - Kahauiki Village
  - Kauhale Kamaile/Halona
  - 'Ena Road
  - Pi'ikoi/Beretania
  - Landlord Engagement
- Mitigation Intervention
  - Pūnāwai
  - Hygiene Trailer
  - Joint Outreach Center
  - Urgent Care Clinic
- Lower Barrier Shelters
  - LIFT - HONU





# Strategy Actions

(2018 HAP pages 16-46)

## ■ Affordable Housing Actions

- New Ordinances
- Admin Rules
- Land Usage Study
- 800 unit goal
- ADU's
- TOD
- Culturally Appropriate Housing

## ■ Section 8

- Project Based
- Homeless Preference

## ■ Diversion

## ■ Community Engagement

- CDVII Iwilei Partnership
- Wai'anae community engagement
- CDIII Waimānalo Partnership
- Neighborhood Boards
- Communication Tools: 10 Ways, videos, Help Cards, Need Housing

## ■ Healthcare

- Outreach Navigation
- Mental Health Law Changes
- Increase in Addiction/Mental Health Services

## ■ Enforcements

## ■ Keep Public Space Public





# Specific Yearly Objectives

(2018 HAP pages 16-46)

- Housing our homeless persons and families
  - 1,602 housed to-date on O'ahu
  - Average of 401 per month and 5,040 target for this year
- Continuum of Care
  - Provide \$600,000 of local required match to federal funding to address homelessness through street outreach, emergency shelters, homelessness prevention, rapid re-housing, and data collection
  - Collaborate with the local Continuum of Care entity, Partners in Care (PIC), to implement priorities established by PIC





# Specific Yearly Objectives

(2018 HAP pages 16-46)

## ■ Hygiene Centers

- Provide 50,000 hygiene services to support relationship building
- Engage 500 persons or families in case management and referral to appropriate shelter solutions
- Support mobile programs through partnerships and services

## ■ Affordable Housing Fund

- Support the development of units at or below 60% AMI
- Require 10% unit set-aside for persons or families experiencing homelessness with a priority for other units





# Specific Yearly Objectives

(2018 HAP pages 16-46)

- Urgent Care Clinic

- In 2019 establish clinical care center for homeless persons and to divert non-emergent care from emergency departments

- Landlord Engagement

- In 2019 implement engagement activities to encourage landlord participation in all housing voucher programs





# Specific Yearly Objectives

(2018 HAP pages 16-46)

- Section 8 – Preference for Homeless Persons
  - In 2018, provided 58 previously homeless households priority when taking off waitlist
- Veteran's Administration Supportive Housing
  - Provide 227 homeless veterans with permanent housing and case management support to sustain the housing opportunity
  - In 2020, implement project-based housing vouchers to ensure available units for veterans experiencing homelessness
- Specialized population vouchers
  - Support 100 youth through family unification program vouchers
  - Support 100 households committed to rent-to-work program





# Cornerstone of Affordable Housing





## Predictors of Homelessness: Unaffordable Housing

- Rent costs is a strong predictor of homelessness rate
- Change in rental rates is a strong predictor of change in homelessness rates
- High median income is associated with increases in homelessness rates

*(Jack Barile and Anna Pruitt, University of Hawaii)*



*Table 19 – Act 127 Goal by County and AMI, 2016-2026*

AMI		< 30%	30% – 50%	50% - 60%	60% - 80%	80% - 100%	100% - 120%	120% - 140%	Total
<b>TOTAL UNITS</b>		5,400	4,350	2,210	3,290	2,884	1,870	2,503	22,505
<b>40%</b>	<b>Honolulu</b>	2,160	1,740	884	1,316	1,154	748	1,001	9,002
<b>22%</b>	<b>Maui</b>	1,188	957	486	724	634	411	551	4,951
<b>30%</b>	<b>Hawaii</b>	1,620	1,305	663	987	865	561	751	6,752
<b>8%</b>	<b>Kauai</b>	432	348	177	263	231	150	200	1,800

Source: DBEDT Housing Demand Study

## How Much Permanent Housing?

We estimate that Oahu needs this amount of housing; divided by individual and family households:

	Permanent Supportive Housing	Rapid Rehousing	Developed @ 30% & below or long-term subsidies	Diversion	Totals
Individual Households	1,645	1,097	1,097	1,395	5,234
Family Households	162	367	367	321	1,217
Totals	1,807	1,464	1,464	1,716	6,451

Source data comes from the Annual Homeless Assessment Report (AHAR) for 2016, the Housing Inventory Chart (HIC) for 2016, Annual Performance Reports (APR's) for 2016 as well as the Point in Time (PIT) Count for 2016.





## Acquisitions/Renovations Creating Housing for Homeless Households

(HAP pages 29-31)

Project	Units / Households	Estimated Persons
Beretania Street	24 one/two-bd units	83 (44 children)
Halona Road	3 one/two-bd units	9 (5 children)
Pi'ikoi Street	42 one/two-bd units	96 (34 children)
Kauhale Kamaile	16 one/two-bd units	61 (38 children)
'Ena Road	33 SRO units	25
Kahauiki Village	30 one/two-bd units	114 (64 children)
2019 – Hale Pūnāwai	21 SRO units	21
2019 – AHF Project	37 one/two-bd units	93
2019 – Kahauiki Village	114 on/two-bd units	433
<b>TOTAL</b>	<b>169 units / 217 bdrms</b>	<b>935</b>



# Kauhale Kamaile

City developed, City owned, Privately managed



- Wai'anae, O'ahu
- Opened March 19, 2018
- 16 one and two bedroom units
- 61 residents including 38 keiki
- Previously homeless households all placed from the Wai'anae Coast
- Rapid rehousing support transitioned to individual household housing plans
- ASI Property Management



# Kahauiki Village

Privately developed, State land, City sublease and funding support for infrastructure and housing, Non-profit managed



- Phase I includes 30 units housing 114 people, include 64 keiki
- Phase II will add another 114 one- and two-bedroom units
- Project includes daycare, laundry, shared community center, security, and on-site convenience store
- Phase II estimates over 400 additional residents
- AOO among residents and community activities





## Annual Funding Dedicated for Affordable Housing

- \$7 million City Affordable Housing Fund (60% AMI)
- \$2 million HOME Investment Partnership (50% AMI)
- \$1.4 million Housing Trust Fund (30% AMI)





# Looking Forward: 2018 Homeless Action Plan Update





# Progress

- ▶ Unified efforts between county, state, and private entities
- ▶ Dedicated funding to address persons experiencing homelessness
- ▶ Providers supported with data driven infrastructure
- ▶ Demonstrated success with addressing family homelessness through housing





# Needs

- ▶ Lack of rental housing to support families earning  $\leq 60\%$  of area median income (AMI)
- ▶ Limited resources for affordable housing, land, and mental health care
- ▶ Unpredictable funding sources for programs addressing homelessness
- ▶ Legal constraints to enforcing lodging laws
- ▶ Populations needing greater resources:
  - ▶ Singles → increased housing
  - ▶ SMI → mental health and long-term treatment
  - ▶ Youth → group housing and legal changes



# Challenges

- ▶ O'ahu redevelopment and transit station development may be priced beyond reach for households earning  $\leq 60\%$  AMI
- ▶ Future uncertainty of funding support and long-term collaboration between City and State
- ▶ People continue to enter into homelessness due to a wide range of causes – need to continue to examine root causes of inflow into homelessness





## Next Steps

- ▶ Establish permanent Homeless Initiative Unit to ensure long-term support of programs addressing homelessness
- ▶ Establish policy to support increased number of rental housing units for households earning  $\leq 60\%$  AMI
- ▶ Continue and increase community engagement





## Long Term Goals

Collaborate with state, county and private entities to address homelessness, as outlined in the Statewide Response to Homelessness in Hawaii, March 2019

- Provide funding for affordable housing
- Provide funding for core homelessness services
- Provide funding for new program evaluation
- Amend mental health laws

### Championing projects that will work within your communities

- Community initiative funding in each District
- CDVII: Iwilei partnership at Kūwili/Pūnāwai
- CDIII: Waimānalo and Kāneʻohe plans
- Waiʻanae ongoing discussions to support community-based ideas for culturally appropriate housing models; case study of Mauna Lahilahi community activation





## Legislative Partnering on Goals

- Provide **sustained annual commitments for affordable housing**, targeting chronically homeless persons
- Provide **sustained annual commitments for core homelessness services** that work
- Provide **funding to evaluate new programs** that fill gaps, such as a program to help kūpuna facing eviction
- Advocating for State-level **changes in mental health laws** to improve access and programmatic changes





## Vision Statement

*"It always seems impossible  
until it's done."*

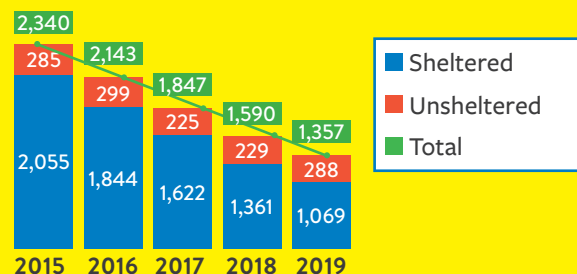
Nelson Mandela

# We Are...

## Data-Driven and Evidence-Based

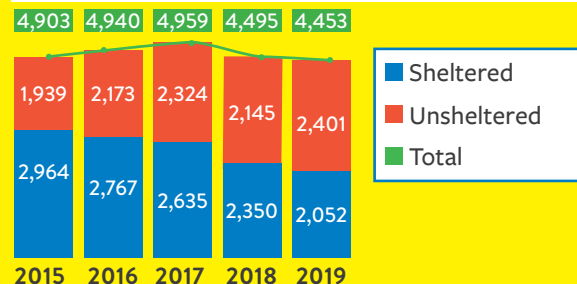
The homeless family individuals' population declined by 15% to 1,357 from 1,590 in 2018. **From 2015 – 2019 there has been a 42% decrease** in homeless family individuals.

Homeless Family Individuals Population



From 2017-2019 the **overall homeless population declined by 10%**, the first declines since 2009.

Sheltered, Unsheltered, and Total Trends



## We set goals and measure progress

Homeless Clients Into Permanent Housing

108%

Total number of people housed  
**4,087**

Homeless Vets Into Permanent Housing

71%

Total number of veterans housed  
**259**

Monthly Emergency Shelter Occupancy

91%

Percentage of beds utilized  
**90**

For more information, please visit our Honolulu Dashboard at [www.honolulu.gov/dashboard](http://www.honolulu.gov/dashboard)

## Key City Collaborators

Department of Community Services (DCS)  
[www.honolulu.gov/dcs](http://www.honolulu.gov/dcs)

Customer Services Department (CSD)  
[www.honolulu.gov/csd](http://www.honolulu.gov/csd)

Department of Facility Maintenance (DFM)  
[www.honolulu.gov/dfm](http://www.honolulu.gov/dfm)

Department of Land Management (DLM)  
[www.honolulu.gov/dlm](http://www.honolulu.gov/dlm)

Department of Parks and Recreation (DPR)  
[www.honolulu.gov/parks](http://www.honolulu.gov/parks)

Department of Planning and Permitting (DPP)  
[www.honolulu.gov/dpp](http://www.honolulu.gov/dpp)

Honolulu Police Department (HPD)  
[www.honolulu.gov/hpd](http://www.honolulu.gov/hpd)

Also in partnership with the  
State of Hawaii and Partners In Care

## Contact Us

Phone: 808.768.4675  
Email: [officeofhousing@honolulu.gov](mailto:officeofhousing@honolulu.gov)  
Website: [www.honolulu.gov/housing](http://www.honolulu.gov/housing)

 Facebook.com/HonoluluOfficeofHousing

 Honolulu Mayor's Office of Housing

 HonoluluHousing

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REV 11/19



# Addressing Homelessness Together



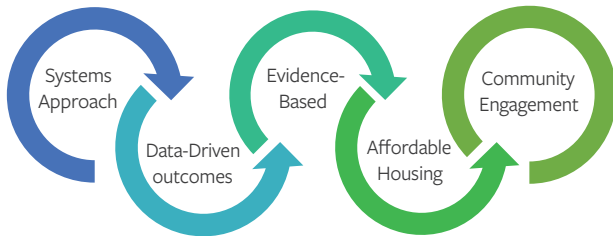
"The only permanent solution to homelessness is housing and an effective support system, and the only way this can be achieved is through the city, state, and service providers working closely together."

– Mayor Kirk Caldwell



# Our Greatest Need... Housing

## Our Strategy



Between 2017 and 2018, City efforts have resulted in providing **2,401 total affordable housing units**.

Kahauiki Village is a groundbreaking public-private initiative. Upon completion, it will **house approximately 600 formerly homeless individuals in families**.



In addition, the City is on schedule to provide over **1,150 additional housing units** for people with 60% area median income (AMI) and below.

## Housing First

Housing First (HF) is a **nationally recognized best practice** proven to be most effective in assisting people experiencing chronic homelessness.

- The City currently has **375 HF vouchers**
- After four years, **84% of HF clients have not returned to homelessness**

# Together We Can Address Unsheltered Homelessness!

## On-Going Successes

### Pūnāwai (2019)

431 Kuwili Street,  
Honolulu, HI 96817

Pūnāwai Rest Stop is a hygiene center providing free restrooms, showers, and laundry facilities. **This facility has an average daily attendance of 200 homeless visits.** This development continues to expand and will soon be home to the Pūnāwai Clinic and Hale Pūnāwai (2020).



### LEAD (2018)

Honolulu Law Enforcement Assisted Diversion

- Participants experienced 38% reduction in unsheltered days on the street
- Participants reported a 30% decrease in violent and traumatic experiences

### Mayors Challenge (2015)

- As of Sept. 2019, 2,016 veterans have entered into permanent housing
- Since 2015, the homeless veteran population decreased by 18%

### HELP (2018)

Health, Efficiency,  
Long-Term, Partnerships

In the first 10 months of 2019, the monthly interagency joint outreach led by HELP resulted in **216 individuals accepting shelter services** to move off our streets.



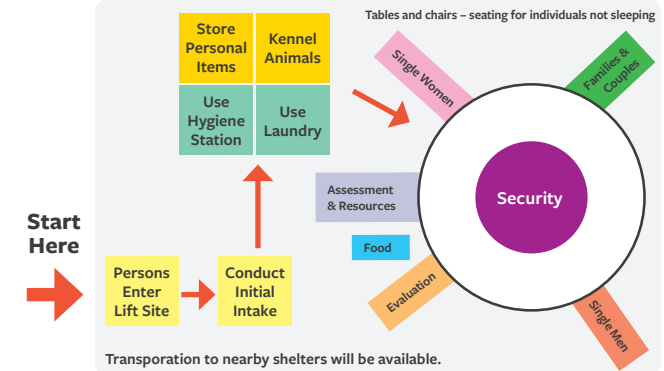
## New Innovative Programs

### HONU (Winter 2019)

Homeless Outreach and Navigation for Unsheltered Persons

- Mobile and area-based
- Connects unsheltered persons to housing, shelter, and treatment programs

### HONU SITE LAYOUT



### Homeless Resource Center at Iwilei (2020)

- Meals
- Counseling
- Hygiene Supplies
- Clothing
- Employment training and services

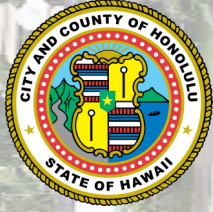
### The Outreach Navigation Program (2019)

- For those experiencing chronic homelessness
- Triage clients diagnosed with mental health disorders and/or substance use disorders
- Connect clients with services so they may begin their path to wellness

### The Landlord Engagement Program (2019)

Connects landlords who have vacant units with clients experiencing homelessness or at-risk of becoming homeless





# Addressing Homelessness in Light of COVID-19

## What are our goals?

**Immediate:** Maintain the health and safety of the community & prevent community spread.

**Longer-term:** Prevent increase in homelessness.

## Key Strategies & Actions

### Support expanded hygiene and sanitation resources

- ◆ As of May 1, 2020, Pūnāwai Rest Stop is available 24/7.
- ◆ Use mobile hygiene facilities to serve areas lacking access to comfort stations and showers.
- ◆ Open all standalone park comfort stations & select specific locations for 24/7 operation.

### Address resource needs of providers and city staff in a timely manner

- ◆ Regular and timely communications with collaborators and community.
- ◆ All efforts coordinated through the City Department of Emergency Management.

### Provide quarantine/isolation facilities for those unable to self-quarantine

- ◆ Ka'aahi (The COVID-19 Temporary Quarantine & Isolation Center (TQIC)).
- ◆ Lease hotel, hotel wings/floors, rooms for additional quarantine/isolation sites.
- ◆ Lease/Purchase properties with program and housing unit capacity.

### Expand shelter capacity

- ◆ Use selected city parks and other facilities as sites for shelter overflow and expanded capacity.
- ◆ Provisional Outdoor Screening and Triage Facility (POST) facility: Red POST is located at Ke'ehi Lagoon Beach Park, and Blue POST is located at Lehua Community Park.

### Homelessness Prevention

- ◆ Suspend termination of leases, evictions, and foreclosures due to loss of employment—Suspension extended to May 31, 2020.
- ◆ Strategic use of CARES Act funds.

For more information, please visit [www.honolulu.gov/housing.html](http://www.honolulu.gov/housing.html)

Questions? Please email us at [officeofhousing@honolulu.gov](mailto:officeofhousing@honolulu.gov)